



TASK ORDER

47QFCA21F0014

Digital Innovation for General Services Administration (GSA) Infrastructure Technologies (DIGIT)

In support of:

GSA Information Technology (IT) Office of Digital Infrastructure Technologies (IDT)



Issued to:

**NCI Information Systems, Inc.
11730 Plaza America Drive, Suite 400
Reston, VA 20190**

**Awarded under GSA Alliant 2 Government-wide
Acquisition Contract 47QTCK18D0055
Conducted under Federal Acquisition Regulation (FAR) 16.505**

Issued by:

**The Federal Systems Integration and Management Center (FEDSIM)
1800 F Street, NW (QF0B)
Washington, D.C. 20405**

**Award Date: December 3, 2020
Modification PO04**

FEDSIM Project Number GS01086

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.1 GENERAL

The work shall be performed in accordance with all Sections of this Task Order (TO) and the contractor's Basic Contract, under which the resulting TO will be placed. An acronym listing to support this TO is included in Section J, Attachment B.

B.2 CONTRACT ACCESS FEE (CAF)

The General Services Administration's (GSA) operating costs associated with the management and administration of this contract are recovered through a CAF. In accordance with the Alliant base contract, the CAF shall be 0.75 percent of the total TO value with a cap of \$100,000 per year per order (when order is in excess of \$13.3M per order year). This TO shall have a separate Contract Line Item Number (CLIN) to cover this access fee, and this CAF shall be obligated at TO Award (TOA).

B.3 ORDER TYPES

The contractor shall perform the effort required by this TO on a Cost-Plus-Award-Fee (CPAF) basis for:

- a. Mandatory Labor CLINs 0001, 1001, 2001, 3001, 4001, 5001, and 6001
- b. Optional Labor CLINs 0002, 1002, 2002, 3002, 4002, 5002, and 6002

The contractor shall perform the effort required by this TO on a Not-to-Exceed (NTE) basis for:

- a. Long-Distance Travel CLINs 0003, 1003, 2003, 3003, 4003, 5003, and 6003
- b. Tools CLINs 0004, 1004, 2004, 3004, 4004, 5004, and 6004
- c. Other Direct Costs (ODCs) CLINs 0005, 1005, 2005, 3005, 4005, 5005, and 6005
- d. CAF CLINs 0006, 1006, 2006, 3006, 4006, 5006, and 6006

B.4 SERVICES AND PRICES/COSTS

Long-distance travel is defined as travel over 50 miles from the contractor's primary duty station (see places of performance identified in Section F.2.) Local travel will not be reimbursed.

The following abbreviations are used in this price schedule:

CAF	Contract Access Fee
CLIN	Contract Line Item Number
CPAF	Cost-Plus-Award-Fee
NTE	Not-to-Exceed
ODC	Other Direct Cost

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.4.1 BASE PERIOD:

MANDATORY CPAF LABOR CLIN

CLIN	Description	Cost	Award Fee	Total CPAF
0001	Labor (Tasks 1–7)	(b) (4)		\$ 46,583,396

OPTIONAL CPAF LABOR CLIN

CLIN	Description	Cost	Award Fee	Total CPAF
0002	Labor (Task 8)	(b) (4)		\$25,700,000

COST-REIMBURSEMENT TRAVEL, TOOLS, and ODC CLINs

CLIN	Description		Total NTE Price
0003	Long-Distance Travel Including Indirect Handling Rate (b) (4)	NTE	(b) (4)
0004	Tools Including Indirect Handling Rate (b) (4)	NTE	(b) (4)
0005	ODCs Including Indirect Handling Rate (b) (4)	NTE	(b) (4)

CAF

CLIN	Description		Total Ceiling Price
0006	CAF	NTE	\$100,000

TOTAL CEILING BASE PERIOD CLINs:

\$ 111,058,396

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.4.2 FIRST OPTION PERIOD

MANDATORY CPAF LABOR CLIN

CLIN	Description	Cost	Award Fee	Total CPAF
1001	Labor (Tasks 1- 7)	(b) (4)		\$49,246,158

OPTIONAL CPAF LABOR CLIN

CLIN	Description	Cost	Award Fee	Total CPAF
1002	Labor (Task 8)	(b) (4)		\$25,700,000

COST-REIMBURSEMENT TRAVEL, TOOLS, and ODC CLINs

CLIN	Description		Total NTE Price
1003	Long-Distance Travel Including Indirect Handling Rate (b) (4)	NTE	(b) (4)
1004	Tools Including Indirect Handling Rate (b) (4)	NTE	(b) (4)
1005	ODCs Including Indirect Handling Rate (b) (4)	NTE	(b) (4)

CAF

CLIN	Description		Total Ceiling Price
1006	CAF	NTE	\$100,000

TOTAL CEILING FIRST OPTION PERIOD CLINs: \$ 114,741,158

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.4.3 SECOND OPTION PERIOD

MANDATORY CPAF LABOR CLIN

CLIN	Description	Cost	Award Fee	Total CPAF
2001	Labor (Tasks 1- 7)	(b) (4)		\$47,249,478

OPTIONAL CPAF LABOR CLIN

CLIN	Description	Cost	Award Fee	Total CPAF
2002	Labor (Task 8)	(b) (4)		\$25,700,000

COST-REIMBURSEMENT TRAVEL, TOOLS, and ODC CLINs

CLIN	Description		Total NTE Price
2003	Long-Distance Travel Including Indirect Handling Rate (b) (4)	NTE	(b) (4)
2004	Tools Including Indirect Handling Rate (b) (4)	NTE	(b) (4)
2005	ODCs Including Indirect Handling Rate (b) (4)	NTE	(b) (4)

CAF

CLIN	Description		Total Ceiling Price
2006	CAF	NTE	\$100,000

TOTAL CEILING SECOND OPTION PERIOD CLINs: \$ 114,265,478

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.4.4 THIRD OPTION PERIOD

MANDATORY CPAF LABOR CLIN

CLIN	Description	Cost	Award Fee	Total CPAF
3001	Labor (Tasks 1- 7)	(b) (4)		\$47,311,367

OPTIONAL CPAF LABOR CLIN

CLIN	Description	Cost	Award Fee	Total CPAF
3002	Labor (Task 8)	(b) (4)		\$25,700,000

COST-REIMBURSEMENT TRAVEL, TOOLS, and ODC CLINs

CLIN	Description		Total NTE Price
3003	Long-Distance Travel Including Indirect Handling Rate (b) (4)	NTE	(b) (4)
3004	Tools Including Indirect Handling Rate (b) (4)	NTE	(b) (4)
3005	ODCs Including Indirect Handling Rate (b) (4)	NTE	(b) (4)

CAF

CLIN	Description		Total Ceiling Price
3006	CAF	NTE	\$100,000

TOTAL CEILING THIRD OPTION PERIOD CLINs: \$ 115,848,367

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.4.5 FOURTH OPTION PERIOD

MANDATORY CPAF LABOR CLIN

CLIN	Description	Cost	Award Fee	Total CPAF
4001	Labor (Tasks 1- 7)	(b) (4)		\$46,779,023

OPTIONAL CPAF LABOR CLIN

CLIN	Description	Cost	Award Fee	Total CPAF
4002	Labor (Task 8)	(b) (4)		\$25,700,000

COST-REIMBURSEMENT TRAVEL, TOOLS, and ODC CLINs

CLIN	Description		Total NTE Price
4003	Long-Distance Travel Including Indirect Handling Rate (b) (4)	NTE	(b) (4)
4004	Tools Including Indirect Handling Rate (b) (4)	NTE	(b) (4)
4005	ODCs Including Indirect Handling Rate (b) (4)	NTE	(b) (4)

CAF

CLIN	Description		Total Ceiling Price
4006	CAF	NTE	\$100,000

TOTAL CEILING FOURTH OPTION PERIOD CLINs: \$ 116,339,023

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.4.6 AWARD TERM PERIOD ONE

MANDATORY LABOR CLIN

CLIN	Description	Cost	Award Fee	Total CPAF
5001	Labor (Tasks 1- 7)	(b) (4)		\$46,121,216

OPTIONAL LABOR CLIN

CLIN	Description	Cost	Award Fee	Total CPAF
5002	Labor (Task 8)	(b) (4)		\$25,700,000

COST-REIMBURSEMENT TRAVEL, TOOLS, and ODC CLINs

CLIN	Description		Total NTE Price
5003	Long-Distance Travel Including Indirect Handling Rate (b) (4)	NTE	(b) (4)
5004	Tools Including Indirect Handling Rate (b) (4)	NTE	(b) (4)
5005	ODCs Including Indirect Handling Rate (b) (4)	NTE	(b) (4)

CAF

CLIN	Description		Total Ceiling Price
5006	CAF	NTE	\$100,000

TOTAL CEILING AWARD TERM ONE CLINs: \$ 117,203,216

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.4.7 AWARD TERM PERIOD TWO

MANDATORY LABOR CLIN

CLIN	Description	Cost	Award Fee	Total CPAF
6001	Labor (Tasks 1- 7)	(b) (4)		\$45,679,486

OPTIONAL LABOR CLIN

CLIN	Description	Cost	Award Fee	Total CPAF
6002	Labor (Task 8)	(b) (4)		\$25,700,000

COST-REIMBURSEMENT TRAVEL, TOOLS, and ODC CLINs

CLIN	Description		Total NTE Price
6003	Long-Distance Travel Including Indirect Handling Rate (b) (4)	NTE	(b) (4)
6004	Tools Including Indirect Handling Rate (b) (4)	NTE	(b) (4)
6005	ODCs Including Indirect Handling Rate (b) (4)	NTE	(b) (4)

CAF

CLIN	Description		Total Ceiling Price
6006	CAF	NTE	\$100,000

TOTAL CEILING AWARD TERM TWO CLINs: **\$ 117,784,486**

GRAND TOTAL CEILING ALL CLINs: **\$ 807,240,124**

B.5 SECTION B TABLES

B.5.1 INDIRECT/MATERIAL HANDLING RATE

Long-Distance Travel, Tools, and ODC costs incurred may be burdened with the contractor's indirect/material handling rate in accordance with the contractor's disclosed practices, provided that the basic contract does not prohibit the application of indirect rate(s) on these costs.

- a. If no indirect/material handling rate is allowable in accordance with the contractor's disclosed practices, no indirect/material handling rate shall be applied to or reimbursed on these costs.
- b. If no rate is specified in the schedule of prices above, no indirect rate shall be applied to or reimbursed on these costs.

The indirect handling rate over the term of the TO shall not exceed the rate specified in the schedule of prices above.

B.5.2 DIRECT LABOR RATES

Labor categories proposed shall be mapped to existing Alliant 2 labor categories.

B.5.3 CLIN/ORDER TYPE CHANGE

Transition from CPAF to a commoditized price structure basis for certain tasks under CLINs 0001, 1001, 2001, 3001, 4001, 5001, and 6001 will be considered post-award. The Government reserves the right to change the contract type to other than CPAF for existing CLINs post-award if the requirements under those CLIN become more stable and the resulting level of effort can be more easily predicted.

B.5.4 LABOR OUTSIDE THE CONTINENTAL UNITED STATES (OCONUS)

OCONUS is defined as other than the 48 contiguous states plus the District of Columbia (D.C.). The United States (U.S.) Department of State's (DoS) Bureau of Administration, Office of Allowances, publishes report indexes of living costs abroad, per-diem rate maximums, quarter's allowances, hardship differentials, and danger pay allowances. The DoS Standardized Regulations (DSSR) is the controlling regulation for allowances and benefits available to all U.S. Government civilians assigned to foreign areas.

Contractor personnel assigned to foreign areas may receive the allowances and benefits detailed in Section H, but shall not receive allowance and benefits in excess of those identified in the DSSR.

Where costs are not specifically addressed in the DSSR, the Government will reimburse the contractor for all reasonable, allowable, and allocable costs in accordance with Federal Acquisition Regulation (FAR) 31, Contract Cost Principles and Procedures, and other applicable agency-specific regulatory supplements. The Federal Systems Integration and Management Center (FEDSIM) Contracting Officer (CO) and FEDSIM Contracting Officer's Representative (COR) will determine if costs are reasonable, allowable, and allocable.

B.6 INCREMENTAL FUNDING

B.6.1 INCREMENTAL FUNDING LIMITATION OF GOVERNMENT'S OBLIGATION

Incremental funding in the amount of \$32,439,602.00 for CLINs 0001 through 0006 is currently allotted and available for payment by the Government. Additional incremental funding for these CLINs may be allotted and available for payment by the Government as the funds become available. The estimated period of performance covered by the allotments for the mandatory CLINs is from award through **September 3, 2021**, unless otherwise noted in Section B. The TO may be modified to add funds incrementally up to the maximum of **\$807,240,124.00** over the performance period of this TO. These allotments constitute the estimated cost for the purpose of FAR Clause 52.232-22, Limitation of Funds, which applies to this TO on a CLIN-by-CLIN basis.

Incremental Funding Chart for CPAF

See Section J, Attachment C - Incremental Funding Chart (Excel Spreadsheet).

B.7 AWARD FEE/AWARD TERM

The Award Fee Determination Plan (AFDP) establishes the award fee and the Award Term Determination Plan (ATDP) establishes the award term evaluation procedures under this TO. See **Section J, Attachment D** – Award Fee Determination Plan and **Section J, Attachment P** – Award Term Determination Plan (Word documents).

SECTION C – PERFORMANCE WORK STATEMENT

C.1 BACKGROUND

The GSA provides centralized procurement solutions for the Federal Government, offering billions of dollars' worth of products, services, and facilities that Federal agencies need to serve the public. GSA's acquisition solutions supply Federal purchasers with cost-effective, high-quality products and services from commercial vendors. GSA helps Federal agencies build and acquire office space, products, and other workspace services, and it oversees the preservation of historic Federal properties. Its policies covering travel, property, and management practices promote efficient Government operations. GSA Information Technology (IT) provides support for operations at various facilities and throughout the U.S. for use by the GSA or other Federal agencies.

Within GSA IT, the GSA Office of Digital Infrastructure Technologies (IDT), formerly known as GSA IT Office of Enterprise Infrastructure Operations, is part of the GSA Office of the Deputy Chief Information Officer (DCIO). GSA IDT implements, operates, maintains, and supports GSA's IT infrastructure Software/Hardware (SW/HW) and systems, mission-support systems, and applications. GSA IDT covers the complete set of service offerings using a brokerage model. GSA IDT provides services that include, but are not limited to:

- a. IT service desk and on-site support.
- b. End-user device management.
- c. Conference and collaboration support.
- d. Network and telecommunications support.
- e. Unified communications.
- f. Compute/storage and cloud management.
- g. Identity, credential, and access management.
- h. Digital workplace services and software.

Many of these services are tracked through performance metrics and all are supported through the GSA IT Service Desk. GSA IDT also provides on-site staff and quality support throughout GSA, including its regions.

Historically, GSA IDT has provided IT infrastructure support management for other agencies (e.g., eRulemaking migrated from Environmental Protection Agency legacy systems). This trend will continue and is expected to grow as Federal agencies strive to modernize IT systems. GSA IDT provides analysis and transformation of physical legacy infrastructure or a virtualized infrastructure, to align with the GSA standard operating model. The systems are managed through the end of the legacy system life-cycle or until they are transitioned.

C.1.1 PURPOSE

This TO will enable GSA IDT to leverage infrastructure-led disruption to drive digital transformation and deliver continuous improvement and continuous business value to its customers.

C.1.2 AGENCY MISSION

GSA's mission is to deliver value and savings in real estate, acquisition, technology, and other mission-support services across the Government.

SECTION C –PERFORMANCE WORK STATEMENT

The scope of the work at GSA is vast and varied, but its core mission is to serve the Government and the American people. Through implementing its mission, GSA aspires to achieve four strategic goals:

- a. Save taxpayer money through better management of Federal real estate.
- b. Establish GSA as the premier provider of efficient and effective acquisition solutions across the Federal Government.
- c. Improve the way Federal agencies buy, build, and use technology.
- d. Design and deliver expanded shared services within GSA and across the Federal Government to improve performance and save taxpayer money.

C.1.2.1 GSA IT MISSION

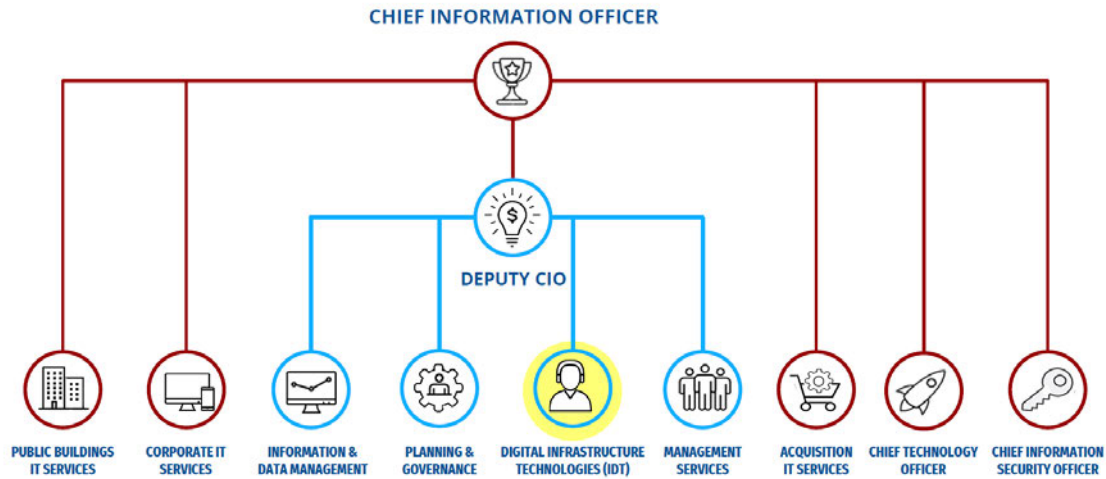
GSA IT supports the agency's strategic goals and enables excellence in the business of Government. GSA IT takes pride in delivering first-class products and services to its customers, and it continues to strive to be a best-in-class IT organization for the Federal Government. GSA IT delivers enterprise IT services to end users within GSA, enables business portfolios by providing high-quality IT solutions to meet business needs, manages business relationships, and provides governance to develop and execute the GSA IT mission.

GSA IT provides global enterprise-wide IT service delivery and management to its large, diverse, and mobile customer base. GSA IT focuses on delivering innovative, mobile-ready, and collaborative solutions for its users and strives to be the technology leader in agility, efficiency, mobility, and productivity. GSA IT provides:

- a. Enterprise-wide IT infrastructure services, including desktop support and local- and wide-area networking.
- b. IT portfolio management (capital planning and investment control).
- c. IT security programs and security management.
- d. Enterprise architecture to support and link GSA business needs to IT systems and services.
- e. Enterprise applications for email, collaboration, and identity management.

GSA's IT organizational structure is presented in Figure 1.

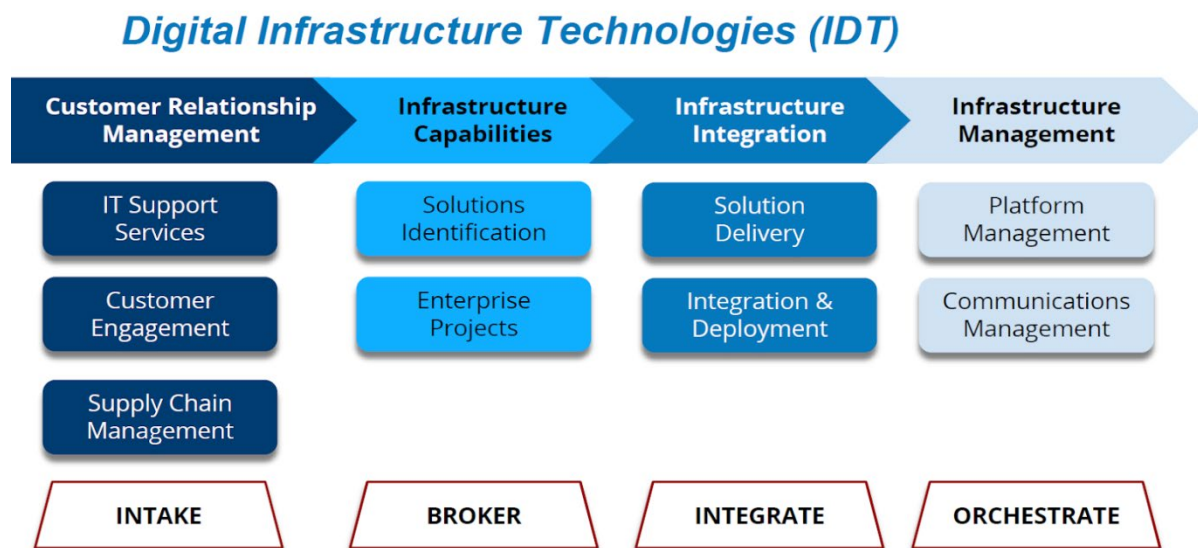
Figure 1



C.1.2.2 GSA IDT MISSION

The GSA IDT covers the complete set of service offerings using a brokerage model. With the new model, GSA IT Infrastructure operates as a process-based, business requirement-driven service organization. The elements of the strategy has shifted the GSA IDT process from its current stove-pipe model, consisting of vertical technology groups (e.g., network, server, storage, communications, and local support) with some elements of industry analysts’ recommendations, toward a plan-build-run model. The organizational goal is to shift to an increasingly mature intake-broker-integrate-orchestrate methodology and align with the new ITIL® 4 framework, Development, Security, Operations (DevSecOps), and Agile for service value delivery. Figure 2 below reflects the current GSA IDT Organizational Structure and Operational Model.

Figure 2



SECTION C – PERFORMANCE WORK STATEMENT

C.2 SCOPE

The contractor shall provide the GSA IDT a full line of IT services to manage the baseline requirements defined in this TO. The contractor shall provide IT infrastructure services that conform to specified standards for reliability, readiness, sustainability, supportability, availability, stability, security, flexibility, extensibility, responsiveness, and cost effectiveness to GSA Central Office, GSA Regions, other Federal facilities under GSA management and Federal agencies receiving GSA services.

The contractor shall leverage the latest technologies and best practices to continuously drive innovation, expand refresh capabilities, and ensure platforms and IT infrastructure operations provide optimal performance. The services associated with the technologies within this TO are neither static nor are to be considered all-inclusive as documented today. As such, the scope of this TO includes any and all innovative and emerging IT components, IT services, and ancillary elements as they arise as required to successfully achieve the TO focus of IT service delivery support. This includes artificial intelligence, robotic process automation, machine learning, and other innovative and emerging technologies throughout the term of this TO.

The majority of services shall be provided at contractor site(s) to support users at over 800 Government installations throughout Contiguous U.S. (CONUS) locations. In addition, the contractor shall provide on-site field support as required at CONUS and OCONUS locations.

Services may be required for non-GSA customers such as Boards and Commissions, Presidential Transition Team (PTT), Presidential Inaugural Committee (PIC), and Federal Executive Board (FEB), that will vary based on the level of service and support agreed to between GSA and the entity.

C.3 CURRENT AND FORWARD-LOOKING IT/NETWORK ENVIRONMENT

GSA IDT has continually been striving to achieve efficiencies to provide Enterprise IT Service Delivery and Management to its large user community. With evolving IT environments in the Government and private sector, GSA IT requirements shifted toward a more Agile model for operations and value creation for customers. Although advancements have been made toward the shift to the ITIL model, there remain areas of a fragmented mix of service delivery. The current construct relies on on-site technical support with service delivery models that can vary across the regions. In this construct, GSA IDT has recognized opportunities to implement service delivery standardization and service automation. A combination of digital transformation, DevSecOps, and Agile processes and methodologies caused a shift in user expectation toward business value delivery via small, frequent changes.

The President's Management Agenda (PMA) 2020 and the Modernizing Government Technology provisions of the Fiscal Year (FY) 2018 National Defense Authorization Act (P.L. 115-91) provide agencies with the authorities and technical expertise required to move the Government closer to leading industry practices in modernization. They also pivot traditional bureaucratic problems toward embracing technology opportunities and, ultimately, allow the Federal Government to provide better, more secure, user-centered services to the American people. Furthermore, as stated in the PMA, "...the Government needs to become more Agile in its organization and operations." Developing Agile operations is perhaps the most important objective in the coming years.

SECTION C –PERFORMANCE WORK STATEMENT

To align with the goals and objectives outlined in the PMA 2020, GSA IDT changed to a new business model for enterprise infrastructure and operations in October 2019. The new model emphasizes digital transformation, continuous improvement, and continuous delivery. The strategic value of the new business model lies in leveraging existing technology, resources, and vendor relationships in the new utility service environment, improving access and quality of services to clients, and reducing delivery costs. With the new model, GSA IT Infrastructure operates as a process-based, business requirement-driven service organization. The strategy has shifted the GSA IDT process from its current stove-pipe model, consisting of vertical technology groups (e.g., network, server, storage, and local support) with some elements of industry analyst recommendations, to a plan-build-run model. The organizational goal is to shift to an increasingly mature intake-broker-integrate-orchestrate methodology and align with the new ITIL 4 framework, DevSecOps, and Agile for service value delivery.

In accordance with the PMA 2020, and more specifically Cross-Agency Priority (CAP) Goal 10-Improving Outcomes Through Federal IT Spending Transparency, “The Federal Government will adopt Technology Business Management (TBM) Government-wide by FY 2022. This approach will improve IT spending data accountability and transparency, empowering agency executive suite leadership from across the enterprise to drive mission value and improve customer experience through technology.” Therefore, GSA IDT will focus more on the TBM and financial management of IT in FY 2020 and beyond.

As GSA IDT adopts more Agile practices to deliver better value and to be more in line with the most current ITIL and other frameworks and models, the traditional IT Service Management (ITSM) environment must be adapted to deliver services and break through the status quo of risk-averse/non-dynamic structure. To modernize its service delivery, GSA IDT intends to capitalize on emerging capabilities, such as Artificial Intelligence/Machine Learning (AI/ML), including AI for IT Operations (AIOps) and augmented and virtual reality. Implementing AIOps platform(s) will enhance GSA IDT’s ability to contextualize large volumes of varied and volatile data that are instrumental to making data-driven decisions. This will allow GSA IDT to refine performance analysis across the application life-cycle and augment ITSM and automation.

In addition, GSA IDT is looking to adopt Agile practices, beyond support for software development, in all components of the value stream in delivering services to its customers. Core to implementing this is the concept of Continuous Integration and Continuous Delivery (CI/CD) in which automation is used to create and/or modify environments, which would include the initial provisioning and the ongoing management of the environments. This will allow GSA IDT to deliver code and deploy environment builds to multiple environments (development, test, pre-production, and production) efficiently.

C.4 OBJECTIVE

GSA IDT requires a robust, reliable, scalable, integrated, secure, and flexible IT Infrastructure support TO that employs methodologies to achieve business needs through IT systems and applications, in accordance with the GSA business-critical system reliability levels. This integrated IT infrastructure TO will provide for a more cohesive IT support structure for GSA. Improved information sharing via a consolidated, enterprise-wide IT infrastructure support effort will achieve GSA’s IT strategic goals and business objectives that consist of awareness, prevention, protection, response, recovery, service, and organizational excellence. The objectives of this acquisition are to:

SECTION C –PERFORMANCE WORK STATEMENT

- a. Provide a cohesive automation strategy aligned with GSA’s mission needs to avoid creating silos of automation devoid of platform agility.
- b. Deliver, maintain, and improve secure environments for GSA and associated customers centered on enterprise-wide infrastructure, hardware, and software supporting a full range of end-user services; communications and collaboration; wired and wireless networking and telecommunications; compute, storage, and server technologies (e.g., hyper convergence/cloud); and experience management (e.g., network, application, and performance monitoring).
- c. Leverage and support the drive for continuous improvements and new processes necessary to deliver customer experience, business value, and innovation (e.g., disruptive technologies such as automation, new cloud services, and AI/ML).
- d. Assist GSA IDT with realigning tool investments to maximize experience management, delivery automation, and performance analysis.
- e. Position GSA IDT to enhance and expand self-service and reduce technical debt and legacy infrastructure via automation over time.
- f. Create, support, and conduct analysis of performance measures, which drive business value, via dashboards and metric reporting for role-based access and requirements.
- g. Provide comprehensive and flexible support through evolving delivery models and frameworks (e.g., ITIL 4, Development, Security, DevSecOps, DevNet, and Agile) for IT service delivery and support to on-site and teleworking users.
- h. Assist GSA IDT with transitioning to Anything-as-a-Service (XaaS) and consumption-based models for service delivery.

C.5 TASKS

The contractor shall perform the following tasks in support of this TO.

Task 1 - Program Management Services

Task 2 - IT Support Services

Task 3 - Supply Chain Management Services

Task 4 - Solution Identification and Engineering Services

Task 5 - Solution Delivery and Integration Services

Task 6 - Enterprise Operations and Management (O&M) Services

Task 7 - Performance Management Services

Task 8 - Surge and Special Projects

C.5.1 TASK 1 – PROGRAM MANAGEMENT SERVICES

The contractor shall provide program management services under this TO. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Performance Work Statement (PWS).

The contractor’s TO governance structure shall be Agile and scalable to effectively support the changing and evolving environment. In addition, the following is applicable to the entirety of the Digital Innovation for GSA Infrastructure Technologies (DIGIT) requirement. Within the program management services task, the contractor shall:

SECTION C – PERFORMANCE WORK STATEMENT

- a. Collaborate and coordinate with third-party vendors, service providers, and carriers to facilitate, ensure, and improve service delivery.
- b. Plan strategically in an environment of changing budgets and technical and regulatory requirements.
- c. Increase cost effectiveness and improve performance through the use of innovative technologies, commercial practices, and industry involvement.
- d. Ensure cross-functional, cross-branch, and cross-division communication, cooperation, and product management to meet the goals of each initiative and/or project, with a focus on minimizing impact on customers.

C.5.1.1 SUBTASK 1 – COORDINATE A PROGRAM KICK-OFF MEETING

The contractor shall schedule, coordinate, and host a Program Kick-Off Meeting at the location approved by the Government within five workdays of project start (PS). The meeting shall provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting shall provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include the contractor's Key Personnel, the GSA IDT Technical Point of Contact (TPOC), FEDSIM COR, FEDSIM CO, and any other relevant Government personnel.

At least three days prior to the Program Kick-Off Meeting, the contractor shall provide a Program Kick-Off Meeting Agenda (**Section F, Deliverable 1**) for review and approval by the FEDSIM COR and the GSA IDT TPOC prior to finalizing. The agenda shall include, at a minimum, the following topics/deliverables:

- a. Introduction of team members and other personnel:
 1. Points of Contact (POCs) for all parties.
 2. Roles and responsibilities, including Project Staffing Plan and program organization.
 3. Communication Plan/Lines of communication overview (between both the contractor and Government).
 4. Transition-In Plan (**Section F, Deliverable 10**) and discussion.
 5. Recommended portal strategy (**Section F, Deliverable 18**).
- b. TO Management overview:
 1. TO technical approach.
 2. Program Management Plan (PMP) (**Section F, Deliverable 7**).
 3. Program and project tasks, overview of schedule, and establishment of performance metrics.
 4. Identified risks and issues and applicable mitigation plans.
 5. TO Baseline Quality Management Plan (QMP) (**Section F, Deliverable 9**).
 6. Risk Management Plan (**Section F, Deliverable 12**) to include identified risks and issues and applicable mitigation plans.
 7. Review of Service Level Agreements (SLAs).
 8. Templates/formats (e.g., Financial Reports).

SECTION C – PERFORMANCE WORK STATEMENT

The Government will provide the contractor with the number of Government participants for the Program Kick-Off Meeting, and the contractor shall provide electronic copies (or, if requested, sufficient paper copies) of the presentation for all present.

The contractor shall schedule and coordinate with the Government as a separate breakout session during the Program Kick-Off Meeting. The meeting will provide an opportunity to discuss expectations for financial reporting, invoice requirements, and any other financial requirements of the TO.

The contractor shall draft and provide a Program Kick-Off Meeting Minutes Report (**Section F, Deliverable 3**) documenting the Program Kick-Off Meeting discussion and capturing any action items.

C.5.1.2 SUBTASK 2 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor shall develop and provide an MSR (**Section J, Attachment F**) (**Section F, Deliverable 4**). The MSR shall include the following:

- a. Activities during the reporting period, by task (include ongoing activities, new activities, and activities completed, and progress to date on all above mentioned activities). Each section shall start with a brief description of the task.
- b. Problems identified and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
- c. Personnel gains, losses, and status (security clearance, etc.).
- d. Government actions required.
- e. Schedule (show major tasks, milestones, and deliverables; planned and actual start and completion dates for each).
- f. Summary of trips taken, conferences attended, etc.
- g. Cost incurred by CLIN.
- h. Accumulated invoiced cost for each CLIN up to the previous month.
- i. Projected cost of each CLIN for the current month.

C.5.1.3 SUBTASK 3 – CONVENE TECHNICAL/OPERATIONAL STATUS MEETINGS

The contractor Program Manager (PM) shall convene a monthly Technical Status Meeting with the GSA IDT TPOC, FEDSIM COR, and other Government stakeholders NLT five workdays after submission of the MSR (**Section F, Deliverable 4**). The purpose of this meeting is to ensure all stakeholders are informed of the monthly activities and MSR, provide opportunities to identify other activities and establish priorities, and coordinate resolution of identified problems or opportunities. The contractor PM shall provide minutes of these meetings, including attendance, issues discussed, decisions made, and action items assigned, to the FEDSIM COR (**Section F, Deliverable 6**).

The contractor shall convene Operational Meetings as needed and at the request of the Government. The contractor shall use the Enterprise IT Dashboards to:

- a. Provide insight into operational status, issues, and concerns to cross-functional GSA IT managers.
- b. Provide project status.

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- c. Review operations risk and security.
- d. Provide system analytics.

C.5.1.4 SUBTASK 4 – PREPARE AND UPDATE A PMP

The contractor shall document all support requirements in a PMP and shall provide it to the Government (**Section F, Deliverable 7**).

The PMP shall:

- a. Describe the proposed management approach.
- b. Contain detailed Standard Operating Procedures (SOPs) for all tasks. (Note: The Government will provide existing SOPs after award, and the contractor is responsible for providing the detailed list of SOPs with the PMP)
- c. Include milestones, tasks, and subtasks required in this TO.
- d. Describe in detail the contractor's approach to risk management under this TO.
- e. Describe in detail the contractor's approach to communications, including processes, procedures, communication approach, and other rules of engagement between the contractor and the Government.
- f. Include the contractor's policy and procedures for telework.
- g. Include the contractor's Continuity of Operations (COOP) plan for critical services provided through this TO in the event of a disaster at the contractor's primary work location. The contractor's COOP plan shall be in alignment with the GSA IT COOP plan. Given office space constraints within GSA, it is anticipated that the majority of contractor staff will work offsite at the contractor's site. In the event of a disaster at the contractor's site, the contractor shall relocate staff to the Government site or to telework locations to ensure continuity of support for critical services. The contractor shall document the proposed coverage approach in a COOP plan.
- h. Contain a tailored QMP that identifies the contractor's approach for providing and ensuring quality in meeting the requirements of this TO, including identifying the appropriate methodology (i.e., quality control and/or Quality Assurance (QA)) for accomplishing TO performance expectations and objectives.

The PMP is an evolutionary document that shall be updated annually at a minimum and as program changes occur. The contractor shall work from the latest Government-approved version of the PMP.

The contractor shall update and provide a Risk Management Plan (**Section F, Deliverable 13**) in accordance with Section F.

C.5.1.5 SUBTASK 5 – TRIP REPORTS

The Government will identify the need for a Trip Report when the request for travel is submitted (**Section F, Deliverable 8**). The contractor shall keep a summary of all long-distance travel including, but not limited to, the name of the employee, location of travel, duration of trip, and POC at travel location. Trip reports shall also contain Government approval authority, total cost of the trip, a detailed description of the purpose of the trip, and any knowledge gained. At a minimum, Trip Reports shall be prepared with the information provided in **Section J, Attachment G**.

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C.5.1.6 SUBTASK 6 – QUARTERLY IN-PROGRESS REVIEW (IPR) AND INTEGRATED BASELINE REVIEW (IBR) MEETINGS

The contractor shall conduct a formal quarterly IPR at a physical or virtual location agreed upon in advance by the Contractor and Government. The IPR shall be held starting on the fourth month after PS, then every three months, and shall take place of the monthly Technical Status Meeting. The IPR shall provide a forum for Government review of progress, planning, and issues related to TO performance. The contractor shall utilize the PMP in its discussion of TO performance. The IPR shall replace the monthly Technical Status Meeting for that month.

The contractor shall prepare the IPR Agenda (**Section F, Deliverable 16**), IPR Meeting Report (**Section F, Deliverable 17**), and presentation material. A copy of the presentation material shall be sent to the FEDSIM COR and GSA IDT TPOC 24 hours in advance of the scheduled IPR. For logistical planning purposes, an average of seven stakeholders, including contractor personnel, the FEDSIM COR, the GSA IDT TPOC, and other key Government stakeholders will attend the IPR.

The Government will conduct an IBR (**Section F, Deliverable 56**) within 60 calendar days after TOA, or exercise of each TO option, or incorporation of major TO modifications. The objective of the IBR is for the Government and the contractor to jointly assess areas, such as the contractor's planning, to ensure complete coverage of the TOR, logical scheduling of the work activities, adequate resources, and identification of inherent risks. The contractor shall include any significant updates to IBR as part of the IPR Agenda.

C.5.1.7 SUBTASK 7 – DIGIT PORTAL AND CONTENT MANAGEMENT SERVICES

The contractor shall develop and maintain an unclassified TO portal that leverages GSA's existing collaboration suite (currently G-Suite), which both Government-approved contractor personnel and Government personnel can access worldwide. The contractor shall provide the Government with a recommended portal strategy (**Section F, Deliverable 18**) at the Program Kick-Off Meeting for FEDSIM COR and GSA IDT TPOC approval. At a minimum, the strategy shall include technical requirements, delivery schedule, and beta testing plan. The contractor shall deploy the portal in an operational status within 30 days of Government approval of the portal strategy. The contractor shall manage portal content and provide GSA IT access to all records to ensure mission support is not interrupted. Upon completion of the TO, the contractor shall turn over the physical portal (including all applicable SW/HW licenses) and all records to GSA IT in approved formats according to Section F.5 (**Section F, Deliverable 22**).

The objective of the TO portal is to introduce efficiencies and ensure coordinated service delivery. At a minimum, the TO portal shall serve as a repository for all unclassified TO deliverables (and status of deliverables), work products and SOPs, systems documentation, infrastructure diagrams not included in the KM System (KMS), and financial tracking data and financial forecasts (Section C.5.1.8). The portal shall also include a workflow process that automates the contractor's submission of Requests to Initiate Purchases (RIP), Travel Authorization Requests (TAR), and Trip Reports. This workflow process shall also allow the FEDSIM COR, GSA IDT TPOC, and other Government personnel to provide digital concurrence and approval for RIPs, TARs, and Trip Reports.

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C.5.1.8 SUBTASK 8 – IT FINANCIAL MANAGEMENT SERVICES

The contractor shall provide IT financial management services to proactively manage and optimize the costs of services and products delivered under this TO. The contractor shall utilize the TBM Taxonomy Model to provide detailed and reliable financial information. The contractor shall provide an adaptive financial management solution that is responsive to digital transformation while maintaining financial rigor and integrity to meet the following objectives:

- a. Increase efficiencies and reduce cost through identification and recommendation of financial opportunities to transform operations and capabilities through investments in key digital technologies and innovations that provide business value.
- b. Provide valuable financial insights and better forecasting of future opportunities to improve performance and quantify cost savings.
- c. Improve cost transparency through accurate showback and chargeback models that enable customers to understand the value of the IT services and products they consume.
- d. Provide an Agile approach to rationalizing, standardizing, and implementing service-based and consumption-based cost allocation models that enable customers to manage service consumption and associated costs.
- e. Improve financial analysis and reporting through use of automation and dashboards, including reporting performance against a multi-year cost baseline.
- f. Increase use of automated system data extracts to include ITSM system data extraction scripts that generate the weekly, monthly, quarterly, and periodic data files or data feeds to dashboards.
- g. Facilitate a collaborative environment between Government and industry sectors to develop and establish the most favorable, cost-effective strategic direction for GSA.

The contractor shall develop a monthly Financial Report of cumulative expenditures and provide it to the FEDSIM COR and GSA IDT TPOC (**Section F, Deliverable 19**). The Financial Report shall include the following:

- a. Monthly expenditures (hours and dollars) with supporting details, incurred to date for each task and subtask, from the start of the period of performance.
- b. Projected monthly expenditures and labor hours with supporting details, by task and subtask, starting with the current month through the end of the period of performance.
- c. Funds expended, anticipated, incurred, and remaining by CLIN.
- d. Accumulated invoiced cost for each CLIN up to the previous month.
- e. Diagram reflecting CLIN and cumulative funding and burn rate by month for the TO.
- f. Multi-year budget forecasts for services, maintenance contracts, consumables, and equipment replacements.
- g. Actual, current, and cumulative dollars expensed for small businesses compared to Alliant 2 subcontracting goals.

The contractor shall present a Financial Report format at the Program Kick-Off Meeting (Section C.5.1.1) for Government review. The Government will provide written approval of the proposed format via the FEDSIM CO or FEDSIM COR, and this approved format shall be utilized for the monthly financial reporting requirement. The Government may request updates to the format based on GSA IDT needs. Any changes to the format will be requested in writing via the FEDSIM CO or FEDSIM COR.

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C.5.1.9 SUBTASK 9 – COMMUNICATION AND TRAINING SERVICES

The contractor shall provide the following communication and training services to maximize IT efficiency and stakeholder satisfaction throughout the GSA enterprise.

The contractor shall provide strategic communication services by proactively delivering an ongoing campaign to identify IT tasks that can be solved by the end user with improved automation and intelligence. Strategic communication services include reducing reliance on live agent-based service desk support, drafting communications (e.g., web pages, emails, newsletters, and videos) to guide users through the self-help steps, and publishing and promoting the content.

The contractor shall provide operational communication services by developing and delivering communications about GSA IT systems and tools. Operational communication services shall include use of existing channels including emails, videos, infographics, and GovDelivery, as well as future channels for improved customer communications. Communications shall be both broadcast (all GSA employees) and targeted (e.g., all users of a certain device or all users in a certain region). Operational communication subject matter shall include system outages, system updates, and other end-user-targeted information.

The contractor shall provide data analytics service by frequently reviewing data such as service desk tickets, web analytics, open rates, and surveys. The contractor shall use the results of the data reviews to determine audience needs and deliver information to end users to achieve the strategic goal of expanding end-user knowledge and self-help processes of IT systems. This review shall include regular reports and recommendations for content management. The contractor shall assist with implementing those recommendations and tracking their impact.

The contractor shall provide change management services. The contractor shall develop communication and training campaigns to facilitate maximum user adoption with new and existing systems and tools. This shall require working in concert with IT project teams and other GSA offices.

The contractor shall provide usability and accessibility services to identify and implement ways to make all end-user-targeted content compliant with Section 508 of the Americans with Disabilities Act. The contractor shall also use best practices for improving user experience.

C.5.1.10 SUBTASK 10 – ELECTRONIC DISCOVERY AND LITIGATION HOLD SERVICES

The contractor shall support litigation holds and electronic discovery (e-discovery) requests for Electronically Stored Information (ESI) from legal, regulatory, and compliance sources including the Office of General Counsel, Office of Inspector General, Office of Congressional and Intergovernmental Affairs, and Department of Justice (DOJ) in accordance with GSA policies and procedures. ESI resides in a number of systems and includes, but is not limited to, emails, documents, presentations, databases, voicemail, audio and video files, social media, chat, and websites.

The Government will coordinate and manage requests for these services and set the parameters of the information required, including the identified user account name(s) and time period(s). Contractor support shall not include any subjective decision making in performance of these requirements.

Requirements of this task include, but are not limited to:

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- a. Responding to subpoenas, discovery requests, court orders, and other matters related to litigation or investigatory inquiries that require the discovery, production, archiving, retention, recovery, preservation, or rotation of ESI.
- b. Complying with Government furnished litigation hold and discovery policies and procedures.
- c. Controlling access to litigation hold and discovery requests and ensuring only authorized personnel with a need to know have access.
- d. Discontinuing routine destruction of impacted records during litigation hold.
- e. Locating, securing, and preserving, within reason, those records found in contractor-controlled on-line and off-line storage, including user-controlled, on-line storage areas of specific users.
- f. Collecting data from desktops, laptops, or mobile devices. This may include seizure of Government-furnished or issued devices and ensuring seized devices are secured in a controlled and traceable manner.
- g. Performing periodic audit planning for electronic records, including conducting audits as directed by the Government and providing reports of compliance on a periodic basis.
- h. Maintaining a chain of custody record of actions on each litigation hold request and reporting the status of litigation holds to the Government upon request.
- i. Utilizing any means generally accepted in the industry for preserving evidence in anticipation of litigation if the Government does not specify the manner or method of performance for the litigation hold (a generally accepted preservation method would be to make a read-only copy of the pertinent native files on a hard drive or portable media with back-up copies stored at a different site).
- j. Producing all responsive records found and providing to the Government as soon as practical.

C.5.1.11 SUBTASK 11 – TRANSITION-IN

The contractor shall provide a Transition-In Plan (**Section F, Deliverable 10**) as required in Section F. The contractor's transition activities shall be well coordinated and highly integrated with the outgoing contractor's transition-out schedule to ensure that there will be no service disruption to vital Government business and no service degradation during and after transition.

The Transition-In Plan shall document how the contractor plans to seamlessly transition all existing services from the current provider(s), add new services, and minimize operational and project impacts. At a minimum, the Transition-In Plan shall include:

- a. Transition schedule with tasks, duration, milestones, resource allocation, knowledge transfer sessions, and dates for completion of work transfer from current provider(s) to contractor.
- b. Identified roles and responsibilities of the contractor's team and identified roles and responsibilities of the incumbent contractor including information expected from the incumbent.
- c. Identified actions the contractor assumes are the responsibility of the Government.
- d. Description of Operational and Service Desk transition support with emphasis on integration with the incumbent contractor and obtaining system access to support seamless hand-off of responsibilities.

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- e. Contractor onboarding plan and schedule that considers time to initiate background investigations and receive initial Enter on Duty (EOD) determination to obtain GSA access card, network, and email account and complete GSA-required training.
- f. Summary of items and schedule for Government-Furnished Information (GFI), Government-Furnished Property (GFP), and space is needed from the Government.
- g. Schedules for transition IPRs, status reports, and operational readiness review(s).
- h. Risks and associated risk mitigation plans.

The contractor shall implement its Transition-In Plan immediately upon PS. All transition activities shall be completed NLT 102 calendar days after PS.

C.5.1.12 SUBTASK 12 – TRANSITION-OUT

The contractor shall provide transition-out support when required by the Government. The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to incoming contractor/Government personnel at the expiration of the TO. The contractor shall provide a Transition-Out Plan within six months of Project Start (PS) (**Section F, Deliverable 11**). The contractor shall review and update the Transition-Out Plan in accordance with the specifications in Sections E and F.

In the Transition-Out Plan, the contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

- a. Project management processes.
- b. POCs.
- c. Location of technical and project management documentation.
- d. Status of ongoing technical initiatives.
- e. Appropriate contractor-to-contractor coordination to ensure a seamless transition.
- f. Transition of Key Personnel roles and responsibilities.
- g. Schedules and milestones.
- h. Inventory of GFP and IT assets.
- i. Actions required of the Government.

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings or as often as necessary to ensure a seamless transition-out. Prior to the expiration or termination of the TO, the contractor shall permit the successor contractor to observe and become familiar with any and all TO operations at both Government and contractor facilities; the FEDSIM COR will identify a specific observation period with a minimum of 90 workdays.

The contractor shall maintain the full operational status of all Government systems and equipment and continue all current work in progress until the successor contractor assumes full operational responsibility.

The contractor shall implement its Transition-Out Plan NLT six months prior to expiration of the TO.

C.5.2 TASK 2 – IT SUPPORT SERVICES

The contractor shall provide IT support services including Enterprise IT Service Desk (EITSD) support and deskside support services. The contractor shall utilize the ITSM system to manage the full scope of the contract, including documentation of all work performed in a timely manner. The contractor shall provide responsive, reliable, and consistent service delivery. The contractor shall provide IT services that appropriately respond to the time-sensitive needs of customers, including Very Important Persons (VIPs) and executives, and the contractor shall provide prompt referrals and escalations to an appropriate IT support service option. The contractor shall manage Enterprise-Wide Escalation Processes (**Section F, Deliverable 43**), which shall be in alignment with GSA procedural guides and third-party service provider escalation guides or agreements. The contractor shall report IT metrics and performance through an Enterprise IT dashboard.

C.5.2.1 SUBTASK 1 – PROVIDE ENTERPRISE IT SERVICE DESK (EITSD) SUPPORT

The EITSD provides support to users of GSA’s internal infrastructure as well as applications and systems owned by various GSA Service and Staff Offices. The EITSD is the centralized POC for GSA end users and customers to report incidents, submit requests, seek advice, and register complaints about GSA’s IT infrastructure, applications, and programs supported in the environment. The rapid rise of digital transformation is driving the change in EITSD offerings from reacting and fixing IT issues to functioning as a business enabler that delivers greater value by empowering users and driving productivity. As part of this subtask, the contractor shall continue to adapt and improve the EITSD offerings and provide a cost-effective EITSD solution that includes, but is not limited to:

- a. An Omni-channel service that integrates into a single, secure, and highly-available ITSM platform.
- b. User-centric and persona-based capabilities.
- c. A proactive and data-driven approach to anticipating and preventing issues before they arise, including incident trending to identify problems/degradations or outages for immediate escalation or higher level review.
- d. Automated solutions (e.g., virtual agents, AI/ML) that improve the user experience while lowering cost through reduced human intervention.
- e. Cost-effective, self-service, easy to use solutions available to customers anytime, anywhere, on any device.
- f. Integrating the 24 hours a day, seven days a week (24x7) enterprise monitoring and event management solution (See Section C.5.6.3).
- g. Ticket process and resolution management, which includes detailed and clear documentation of the problems and actions taken to resolve them.
- h. Approach to drive resolution to lower levels (e.g., self-help and first contact). The contractor shall prioritize solutions utilizing existing mechanisms, new capabilities, and “no new costs” to the extent practicable.
- i. Enhancement of the end-user training experience using predictive technology to develop on-demand training, instructional videos, etc., tailored to the employee’s learning style.

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- j. A continuous incident/request and service management improvement process that aligns with GSA IT and TO goals and objectives, including contingencies in the event the selected ITSM platform is unavailable.

The contractor shall provide channels for proactively communicating information to customers. This information shall include details of current system outages, applications issues, and network performance issues, and it might include known issues that are likely to cause future problems or service interruptions, forthcoming changes, forthcoming releases of software, and maintenance activities. Additionally, GSA customers shall receive a follow-up notification after all transactions with the service desk.

The contractor shall advise the Government regarding recommended changes to the ITSM system to enhance the customer experience. Recommendations shall be Omni-channel, where practicable.

C.5.2.2 SUBTASK 2 – DESKSIDE AND CUSTOMER IT WALK-UP SERVICES

The contractor shall provide desktide dispatch and on-premises services in support of the full life-cycle activities associated with incident management, request fulfillment and provisioning, operational logistics, Installation, Moves, Adds, and Changes (IMAC), configuration, break/fix management of end-user computing devices and phones, video conferencing systems (Video Teleconferencing (VTC), Audio/Visual (AV), telepresence, etc.), kiosk workstations, and the Local Area Network (LAN) at GSA locations throughout CONUS and OCONUS locations.

- a. The contractor shall provide the following (but not limited to): An efficient and cost-effective IT support service model that provides appropriate level and responsive IT support services to all GSA customers regardless of locations (Section F.2).
- b. On-site IT Storefront and in-person support to address customer needs at all Regional Office Building (ROBs) and GSA Headquarters (HQ) during the core business hours.
- c. On-site and off-site IT support to respond to user and IT infrastructure issues and requests.
- d. Technical IT support for local special events, conferences, meetings, large-scale refresh, and special project efforts, including equipment set up, user training, and troubleshooting.
- e. After-hours responsive IT support for priority incidents and critical locations
- f. Toner and maintenance support for GSA IT owned equipment. Ensure print devices are configured, maintained, and compliant with security.
- g. Hands on technical support to accomplish tasks for remote teams, as required.

The contractor shall provide pop-up IT storefront capabilities to GSA users outside of ROBs and HQ that do not have on-site support. Pop-up storefront events should account for at least five percent of sites within each region on an annual basis.

C.5.2.3 SUBTASK 3 – CUSTOMER ENGAGEMENT SUPPORT

The objective of customer engagement support is to optimize end-user and customer benefits, value, and satisfaction. The contractor shall provide support services for the management of the GSA Service Catalog. The contractor shall review and evaluate requirements to ensure user and functional requirements are satisfied in a sound technical and cost-effective manner.

The contractor shall perform the following (but not limited to) activities:

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- a. Support GSA IT's customer outreach, training, and communication needs to ensure customers are aware of new service offerings, capabilities and functionalities in IT services that drive business value.
- b. Participate with GSA IT through various forums to improve customer engagement satisfaction and identification of future business needs.
- c. Recommend tools and techniques that aid in understanding and improving the customer journey.
- d. Assist with developing customer experience surveys, and gather and analyze survey results.
- e. Assist with drafting and finalizing various memorandums of understanding.
- f. Provide a full spectrum of requirements management, including translating business needs into actionable requirements. As part of requirements management the contractor shall engage GSA on emerging business needs and develop business cases of potential solutions. The contractor shall analyze, propose, and match business needs with new or currently available technologies for end-users. The contractor shall provide requirements management artifacts.
- g. Provide assistance with developing and maintaining all aspects of the IT Service Level Requirements (SLRs) developed between the provider and the customer, and ensure the services and products meet customer and mission requirements.
- h. Assist with development and implementation of customer-oriented reporting.
- i. Assist GSA IT with managing an enterprise-level IT service portfolio and service catalog that provides customers with a predefined set of available GSA IT products and services.

C.5.2.4 SUBTASK 4 – KNOWLEDGE MANAGEMENT (KM) SERVICES

The contractor shall provide KM services to manage, maintain, and improve the KM environment and the full life-cycle of all knowledge assets. The contractor shall provide a cost-effective and proactive KM solution that continually evolves to leverage new KM strategies and approaches to meet the following objectives. The contractor shall perform the following (but not limited to) activities:

- a. Create an Omni-channel interactive and engaging knowledge experience that empowers customers to solve their own problems and minimizes time searching for solutions.
- b. Increase operational efficiency and reduce operational costs through faster solution delivery and less lost productivity (e.g., incident resolution and service request processing).
- c. Enable new support capabilities that employ AI technology for improved knowledge delivery.
- d. Provide effective and well-designed KM processes geared for adult learners.
- e. Ensure knowledge assets are easy to use, relevant, reliable, and accurate to meet customer and business demand.
- f. Enable performance measurement capabilities, including the capability to track engagement, effectiveness of knowledge assets, and improvement opportunities.
- g. Exploit opportunities to improve on KM objectives.

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The contractor shall develop and maintain a KM Plan (KMP) (**Section F, Deliverable 25**). The KMP shall encompass all task areas of the TO and align with the goals and objectives of GSA IDT, including automation and Agile initiatives.

C.5.3 TASK 3 – SUPPLY CHAIN MANAGEMENT SERVICES

The contractor shall provide and manage an efficient and effective supply chain management program that leverages industry best practices and methodologies to transform and achieve a holistic digital supply chain program. The contractor shall ensure that the supply change management program provides for a continuous flow of information that facilitates automation, adds value, improves workflow and analytics, and generates insights.

The contractor shall manage the end-to-end life-cycle logistics of IT assets supported by the contractor under the TO, including planning, forecasting, purchasing, distributing, assigning, utilizing, optimizing, decommissioning, and disposing. Supply chain management encompasses all TO tasks and subtasks and includes SW/HW, networking, cloud services, client devices, operational technology (e.g., Internet of Things (IoT)), and associated services. The contractor shall use the ITSM system to manage the full life-cycle of IT assets and all supply chain management services.

C.5.3.1 SUBTASK 1 – IT ASSET MANAGEMENT (ITAM) SERVICE

The contractor shall provide full life-cycle ITAM services that align to the current ITIL-based framework. The contractor shall recommend and establish an effective technology life-cycle that spans from IT asset selection, operation, refresh, migration, and optimization to the retirement and disposal of the asset. The contractor shall provide and update an ITAM Plan (**Section F, Deliverable 26**) and associated reports, as required. Requirements of ITAM services include, but are not limited to:

- a. Ensuring all relevant IT asset data and change in status is captured and updated in the ITSM system at each stage of the asset life-cycle.
- b. Establishing process interfaces between ITAM and other ITIL and industry practices.
- c. Monitoring and optimizing IT asset utilization through established methods and procedures.
- d. Forecasting IT asset demand and planning for increases and decreases in demand, including asset refresh schedules and software renewal cycles.
- e. Providing recommendations to optimize IT asset renewal, upgrade, and refresh cycles that balance the trade-offs between capital spending, operating efficiency, and risk mitigation.
- f. Planning, managing, scheduling, and executing IT asset renewal, upgrade, and refresh deployments.
- g. Optimizing and automating routine tasks to streamline workloads and IT asset utilization.
- h. Verifying, auditing, and analyzing IT assets. The contractor shall develop and manage Audit SOPs (**Section F, Deliverable 30**) for verifying and auditing the accuracy and completeness of the system of record and Asset Refresh Schedule (**Section F, Deliverable 34**) for each device classification and purchase classification in accordance with the Government-approved process and policies.

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- i. Maintaining GSA’s centralized software library to ensure all applicable documentation and media exists for each software asset and all records and media are duplicated in an offsite location for Disaster Recovery (DR) purposes.
- j. Utilizing dashboards to deliver accurate, up-to-date, reliable, and comprehensive IT asset information and status.
- k. Developing and maintaining a Software Inventory Report (**Section F, Deliverable 31**), Hardware Inventory Report (**Section F, Deliverable 32**), and License Renewal and Tracking Procedures (**Section F, Deliverable 35**) for each software license and/or maintenance classification.
- l. Identifying opportunities and executing renewal and/or refresh of software or insertion of technology, including recommendations on appropriate levels of spares for each equipment type at each Government facility and Government warehouse(s), sufficient to support the service levels (in accordance with GSA IT policies) and availability requirements. The renewal process shall be just-in-time, account for penalties for early renewal, seek available discounts/savings, and include no overlap cost of the software licenses and/or maintenance.
- m. Coordinating with third-party logistics providers on the shipment, receiving, and storing of equipment to or from GSA locations, including the Region 8 warehouse.

C.5.3.2 SUBTASK 2 – WAREHOUSE IT ASSET

The contractor shall operate and maintain a Government-provided warehouse (currently located at the Region 8 Denver, Colorado (CO) campus). The contractor shall manage the receipt, inventory, and distribution of all IT assets at the warehouse, including shipping to GSA designated locations in accordance with GSA IT procedures and policies.

The objective of this subtask is to increase efficiency and capacity of the Government-provided warehouse. The contractor shall provide warehouse management services that include, but are not limited to:

- a. Providing complete life-cycle management of assets at the warehouse facility, including coordinating, scheduling, and tracking receipt, distribution, shipment, and disposition of assets.
- b. Ensuring efficient warehouse organization and space management, including inventory storage and central and forward staging areas when needed.
- c. Packing, unpacking, and palletizing (pallet jack) services, when required.
- d. Managing and controlling general IT stock and spares, including consumables.
- e. Supporting refresh and project inventory management and distribution, including asset mapping to owners, projects, and locations.
- f. Utilizing emerging technologies, Key Performance Indicators (KPIs), and techniques to improve warehouse management and reduce operations and maintenance costs.

C.5.4 TASK 4 – SOLUTION IDENTIFICATION AND ENGINEERING SERVICES

Solution identification and engineering services aim to accelerate innovation by developing capabilities that deliver business value and transform the way GSA IT develops and delivers software solutions and services that strategically align to an XaaS model, where GSA IDT is a service provider of infrastructure capabilities. This involves directly supporting, researching,

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experimenting, planning, designing, and implementing scalable infrastructure solutions in on-premises and/or cloud environments that are highly available, reliable, and resilient. An in-depth subject matter expertise and knowledge of infrastructure components and cloud capabilities is required to ensure GSA IDT is able to support customers practicing Agile and DevSecOps development methodologies.

C.5.4.1 SUBTASK 1 – SOLUTION IDENTIFICATION AND ENGINEERING

GSA is pursuing innovative and transformational approaches to fulfilling its mission. One of the most significant areas of change is in the adoption of Agile and DevSecOps development principles and practices. To support such objectives, the contractor shall provide support for GSA IT's implementation of DevSecOps and Agile frameworks that support the auto-provisioning of infrastructure hardware, storage, and networks (e.g., Infrastructure-as-Code (IaC)). Proposed solutions shall be thoroughly researched and evaluated to determine how products will be integrated into the existing environment(s) in order to improve service delivery and increase operational efficiency in a budget neutral environment. Products implemented by a third party must comply with GSA DevSecOps procedures prior to introduction into the GSA IT infrastructure.

Solution identification and engineering support spans several core IT support areas addressing the entire scope of services. The IT infrastructure shall be sufficiently robust, scalable, innovative, and efficient to deliver integrated services. Contractor support of this subtask includes, but is not limited to:

- a. Supporting the establishment, refinement, and management of a solutions engineering function and innovation process to infuse innovation into Government-approved program solutions, services, and operations.
- b. Supporting the full range of activities such as infrastructure engineering design, enterprise architecture standards and governance, infrastructure architecture (e.g., on-premises, cloud, and hybrid), experimentation, prototyping, concept development, planning, requirements definition, validation, analysis, feasibility assessments, systems design, integration, testing, Release and Deployment Management (RDM), and overall service and product support.
- c. Supporting the continuous assessment, evaluation, and optimization of current enterprise infrastructure environment(s), solutions, and technologies to help transform and modernize enterprise infrastructure in order to deliver services and capabilities in a more dependable, highly-available, and efficient manner.
- d. Providing and maintaining an innovation lab environment for rapid experimentation, and testing and piloting new and enhanced technologies and capabilities that drive business value. The contractor's lab shall support the rapid setup and tear down of services in support of proof of concepts and/or a pilot.
- e. Developing technical documentation for engineered services and work products and collaborating on the development of end-user documentation, including assisting with preparation of process and security control documentation.
- f. Collaborating in the development, implementation, and maintenance of service design principles, practices, and methodologies to convert GSA IT strategic objectives into actionable and supportable portfolios of well-integrated IT services and service catalog assets.

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- g. Innovating (creating new) or improving (modifying existing) services based on customer and business requirements to make them configurable, extensible, consumable, and more valuable for GSA IT and its customers.
- h. Proposing, researching, testing, and evaluating emerging and disruptive technologies (with a focus on open-source software) as applicable to the GSA IT operational environment and GSA business lines.
- i. Conducting market research, drafting report findings and white papers, and making recommendations (**Section F, Deliverable 36**) with emphasis on how the new technology innovations will enhance service(s) or improve the customer experience while driving efficiencies of cost and/or performance.
- j. Providing an Agile infrastructure engineering support solution for the evolving GSA infrastructure, including design, development, integration, testing, migration, and deployment support functions for new and existing GSA-managed infrastructure solutions.
- k. Developing, documenting, and maintaining standardized pipelines to support various development activities.
- l. Developing IaC solutions for managing infrastructure assets, where possible, to increase consistency, reliability, availability, and auditability.
- m. Developing, maintaining, and sharing best practices for efficiently managing production workloads in a cost-effective manner.
- n. Measuring and reporting automation and cloud adoption cost savings across all support areas by utilizing KPIs and other data as necessary.
- o. Contributing to portfolio management, governance bodies, working groups, and review boards to address engineering operations and processes.
- p. Recommending and implementing approved cost-cutting technologies and methods to increase efficiency and reduce the overall cost of GSA IT's operations and infrastructure.
- q. Monitoring technology trends, maintaining a strategic awareness of technology advancements, and recommending how GSA can improve operational stability and efficiency through improved tool adoption and/or consolidation.
- r. Ensuring that all private, public, and hybrid cloud computing services can integrate with existing infrastructure or provide enhanced capabilities in order to leverage new services as industry evolves.

C.5.4.2 SUBTASK 2 – PROJECT MANAGEMENT

The contractor shall provide project management support for infrastructure engineering projects to assist with the design, documentation, and implementation work. All infrastructure engineering projects supported by the contractor shall follow the GSA framework and methodology.

The contractor shall support infrastructure engineering projects that may consist of building and deploying new networks and infrastructure components (including security features) as well as removing existing network features and infrastructure components.

The contractor shall support day-to-day activities in conjunction with Government project managers. The day-to-day support may include supporting projects, tasks, and activities throughout projects' life-cycles; providing status updates and resolving problems, issues, or

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conflicts, as required; and ensuring that program schedule, costs, performance, and deliverables are met.

C.5.5 TASK 5 – SOLUTION DELIVERY AND INTEGRATION SERVICES

The contractor shall provide support for solution delivery, integration, implementation, and deployment services. The objective is to maximize GSA's shift toward pre-existing, scalable components delivered via a XaaS model.

The contractor shall provide IT facility engineering services that include planning, designing, modernizing, and installing IT components at GSA-operated facilities.

C.5.5.1 SUBTASK 1 – INTEGRATION AND DEPLOYMENT

The contractor shall support integration and deployment of services, software, and hardware. Support includes regression and fallback testing, user acceptance testing and feedback analysis, and controlled introductions. Requirements include ensuring user and customer communications and training needs are adequately addressed; the contractor shall ensure successful launches and a high-degree of confidence to proceed with production roll-outs, deployments, and transition to orchestration support services.

C.5.5.1.1 CHANGE MANAGEMENT

The contractor shall provide change management services and activities to ensure that standardized methods and procedures are used for efficient and prompt handling of changes on an enterprise-wide, local, and regional scale. The contractor shall perform the following (to include but not limited to) change management activities:

- a. Update and maintain the program Change Management Plan (**Section F, Deliverable 38**).
- b. Manage and identify the types of changes needed, establish appropriate change models (as applicable), and provide support services for Change Management Boards and team activities in accordance with the Change Management Plan,.
- c. Maintain the existing change management processes and update them to align with the most current ITIL framework.
- d. Provide process improvements to optimize enterprise change management performance.
- e. Review and provide suggested updates and changes for design, migration planning, and service delivery guidance documentation.
- f. Conduct periodic reviews of all changes in order to identify areas for process improvement and determine if certain change frequencies justify the establishment of a standard change.

C.5.5.1.2 CONFIGURATION MANAGEMENT (CM) SUPPORT

The contractor shall develop, maintain, update, and implement CIs; control configuration baselines; and conduct functional and physical configuration audits through a Configuration Management Plan (**Section F, Deliverable 61**). CM may include non-IT assets, work products used to develop the services, and CIs required to support the services that are not formally classified as assets. The requirements include data interfaces to internal and external service

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providers, where assets and CIs need to be controlled (e.g., shared assets). The contractor shall perform the following (to include but not limited to) activities:

- a. Support efficient and effective service management processes by providing accurate and timely configuration information that aids decision making (e.g., to authorize change and release and resolve incidents and problems faster).
- b. Ensure the integrity between business requirements and CIs by maintaining an accurate and complete CM System (CMS).
- c. Establish procedures for auditing and verifying the accuracy of CIs, adhering to processes, and identifying process deficiencies.
- d. Establish appropriate authorization controls for modifying CIs and verifying compliance with software licensing.
- e. Manage and maintain the CMS within the ITSM system, including a logical model of the IT Service Areas' devices and relationships.

The CMS shall account for all IT assets and provide accurate information on IT Service Area components and configurations; provide a sound basis for incident, problem, change, and release management; verify configuration records against the infrastructure; and correct any exceptions.

C.5.5.1.3 RELEASE AND DEPLOYMENT MANAGEMENT (RDM)

The contractor shall schedule, implement, and control approved changes to software and components that are required to support the IT infrastructure (e.g., virus detection software, software required to manage the hyper-converged storage, and backup software). The contractor shall take a holistic view of a change to a service, including all aspects, technical and non-technical, SW/HW, and network. These changes can be implemented by rolling out a combination of new applications, infrastructure software, and upgraded or new hardware or by making changes to the service hours or support arrangements.

RDM processes and activities are complementary to those of change management, CM, and problem management. Releases typically consist of a number of problem fixes and enhancements to an existing service. A release consists of the new or changed software required and any new or changed hardware needed to implement the approved changes. Releases are generally divided into the following categories:

- a. Major software releases and hardware upgrades or replacements, normally containing large areas of new functionality.
- b. Minor software releases and hardware upgrades, normally containing small enhancements and fixes, some of which may have already been issued as emergency fixes.
- c. CI/CD processes in support of DevSecOps release and deployment.

The contractor shall provide Agile, end-to-end IT RDM services in accordance with the current frameworks and methodologies. The contractor shall provide a QA and Testing strategy that is highly collaborative, leverages robust automation, and provides integrated continuous testing to minimize risk, reduce costs, and accelerate speed of delivery. To the extent practicable, the contractor shall incorporate automation in the overall process including audit and verification. The contractor shall adhere to the release plans and policies. The contractor shall be responsible for the following deliverables of RDM services:

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- a. Updating and maintaining a RDM SOP (**Section F, Deliverable 39**) that details how the contractor shall coordinate and deliver end-to-end release and deployment services.
- b. Developing, managing, updating, and maintaining formal release plans (**Section F, Deliverable 40**) and schedules for all planned releases. The contractor shall provide release management plans and schedules to GSA IT for review prior to deployment. These shall include quality and regression plans as appropriate for each release.
- c. Developing, managing, updating, and maintaining the QA and Testing Strategy (**Section F, Deliverable 27**).
- d. Providing release documentation as required and coordinating updates to all required KM systems.

C.5.5.1.4 DESKTOP AND LAPTOP OPERATING SYSTEM (O/S) MANAGEMENT SERVICES

The contractor shall provide management of the desktop and laptop O/Ss, including drivers, patches, and client application management. The contractor shall perform the following (to include but not limited to) activities:

- a. Automated software/patch deployment to GSA user workstations via a standardized enterprise management solution in accordance with Section C.5.6.5.
- b. Security compliance including patching, encryption, CM, energy management, remote device management, and reporting/visibility.
- c. Manage fully compatible images that support GSA desktops and laptops that are connected directly to the GSA network and hosted within the GSA IT Virtual Desktop Infrastructure (VDI) solution.
- d. Provide advanced technical support for all end-user (client) applications for desktops, laptops, and applications hosted in the VDI and Citrix environments.

The contractor shall directly interface, support, and coordinate between the appropriate technical and IT security teams, on issues that cross these functional areas, while maintaining GSA Enterprise Architecture standards and ensuring a consistent and compatible configuration for GSA client infrastructure.

C.5.5.2 SUBTASK 2 – GSA IT INFRASTRUCTURE FACILITY MANAGEMENT

GSA IT is responsible for maintaining the electrical and mechanical systems in the Regional Infrastructure Closets (RICs), which support the digital infrastructure. These services are often performed through a service contract with the equipment manufacturer or authorized service provider. In some locations, GSA is a tenant of the building and these services are provided by the building owner as directed by the building lease. GSA IT monitors and documents Preventative Maintenance Services (PMS) to ensure they are performed; specifically, in cases where GSA IT holds the responsibility for maintenance. The contractor shall provide IT technical support for all construction, renovation, remodel, and maintenance of physical properties (e.g., data center, telecom closet, and general employee IT space requirements). In support of this subtask and all associated functions, the contractor shall provide third-party vendor escorts and any required third-party vendor installation support.

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C.5.5.2.1 DATA CENTER MANAGEMENT SERVICES

The contractor shall provide onsite data center management services at GSA's two managed data centers and the HQ RIC. Support services shall include, but are not limited to:

- a. Smart Hands support (e.g., installation of cards and Small Form Factor Pluggable (SFP)).
- b. Rack management, including equipment consolidation and decommissioning support.
- c. On-site support to RDM activities.
- d. Shipping and receiving as coordinated with GSA.
- e. Assisting with data center infrastructure issues, problems, and subsequent resolution.

C.5.5.2.2 FACILITY OPERATIONS AND MAINTENANCE (O&M)

In support of facility O&M, The contractor shall perform the following (to include but not limited to) activities:

- a. Manage and maintain RICs and telecommunications rooms in cooperation with IT support services (Section C.5.2) and communications services (Section C.5.6.2).
- b. Assist with facilities' IT issues, problems, and subsequent resolution.
- c. Service wiring closets and related contents at RIC patch panel locations.
- d. Provide input on the bill of materials for proposed cabling projects, review materials and equipment required to complete these projects, and provide support for any approved third-party vendor projects.
- e. Manage all GSA-owned devices in support of the technical spaces, including the RICs, telecommunications rooms, data centers, and infrastructure test platform located in Washington, D.C.
- f. Monitor, update, and configure firmware for all managed IT equipment within these facilities in accordance with GSA security policies and industry best practices.
- g. Support IT facility equipment and power management. The contractor shall:
 1. Submit and track repair orders for GSA IT-managed equipment that supports the technical spaces.
 2. Provide input and facilitate efforts pertaining to third-party service contracts for system services, repairs, and replacements.
 3. Maintain records and required documentation related to contract service renewals.
 4. Recommend system changes, adjustments, settings, and configuration for current, new, and upgraded equipment.
- h. Support the Data Center Infrastructure Management (DCIM) automated tool.
 1. Provide system administration, license renewals, updates, and upgrades.
 2. Provide improvements to the automation and e-reporting capabilities.

C.5.5.2.3 GSA IT TECHNICAL SPACE DESIGN SUPPORT

The contractor shall provide IT space design support services to ensure that design efforts and support comply with GSA standards including the latest GSA Telecommunications Distribution Design Guide (TDDG), Building Industry Consulting Service International (BICSI) Telecommunications Distribution Methods Manual (TDMM), and industry's best practices for

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supporting IT infrastructure. The contractor shall perform the following (to include but not limited to) activities:

- a. Provide input with other GSA IT members in the design and review of technical drawings. These architectural and engineering drawings are often developed by an Architecture and Engineering (A&E) firm or consultant.
- b. Provide input for the A&E design of proposed enhancements to hosted platforms and equipment at Federally-sponsored data centers, RIC, third-party cloud providers, and colocation data centers.
- c. Provide input and support to maintain the GSA TDDG.

C.5.6 TASK 6 – ENTERPRISE O&M SERVICES

The goal of this enterprise O&M services task is to leverage and manage a mixture of traditional services and XaaS that ensure performance, cost, and quality outcomes that meet or exceed expectations.

C.5.6.1 SUBTASK 1 – PLATFORM MANAGEMENT SERVICES

GSA embraces the transformational shift to XaaS. The goal is to provide the same ease of use and responsiveness no matter the delivery method. This is essential for GSA to keep up with business needs and expanding services throughout the Federal Government. Platform management services encompass operations, continuity services, and recovery services for all IT core infrastructure services required to deliver any technology.

In support of platform management, the contractor is responsible for hosting support services including, but not limited to, managed hosting and unmanaged hosting (Platform-as-a-Service/Infrastructure-as-a-Service (PaaS/IaaS)), server installation, O/S loading, system hardening in accordance with Federal Information Security Management Act (FISMA) security requirements, installation of patches, application and system back-ups, and restoration. The contractor shall maintain and support GSA's physical and virtual infrastructure and platform technologies and solutions.

- a. The contractor shall perform the following (to include but not limited to) activities: Support a legacy architecture (i.e., server/host, Storage Area Network (SAN), switch) and be able to simultaneously convert and support existing and future Hyper-Converged Infrastructure (HCI) architecture.
- b. Manage and maintain legacy backup, SAN to tape, and HCI while providing technical expertise to migrate workloads from on-premises to cloud architecture.
- c. Provide ITSM system administration, maintenance, configuration, and customization to ensure previously developed customizations continue to function and stay current with GSA's organizational and workflow changes.
- d. Maintain and support enterprise IT dashboards that integrate information from multiple systems.
- e. Support software upgrades, system troubleshooting, and fulfillment of access and applicable change requests.
- f. Provision and manage administrative accounts including creation, modification, deletion, and general identity access administration in accordance with GSA security policies and procedures.

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- g. In collaboration with solutions identification and engineering, support technology planning and provide recommendations for optimizing applications, infrastructure, tools, and support upgrades based on planning and analysis results.
- h. Utilize AIOps to proactively evaluate, identify, and implement configurations, changes to existing configurations, and remediate known problems to enhance and maintain performance.
- i. Establish relationships with third-party vendors to facilitate the timely release and distribution of information on infrastructure product security issues and patches.
- j. Deploy critical patches in accordance with agreed upon schedules.
- k. Provide technical support for all hardware and equipment in the data center computing infrastructure.

C.5.6.1.1 IDENTITY AND DIRECTORY MANAGEMENT SERVICES

GSA IT's computing environments span physical hardware, cloud systems, and virtual hosts, thus providing broad flexibility to support GSA's diverse mission. Along with this flexibility comes a need for centralized and structured Identity, Credential, and Access Management (ICAM). Identity and directory management services provide direct support for systems and capabilities that include, but not limited to, directory services management, ICAM, privileged account management, Single Sign-On (SSO), Active Directory (AD) Domain Name System (DNS) services, Dynamic Host Configuration Protocol (DHCP) services, Public Key Infrastructure (PKI), Multi-Factor Authentication (MFA), auditing and log management, Continuous Diagnostics and Mitigation/Dynamic and Evolving Federal Enterprise Network Defense (CDM/DEFEND), and the management of appliances. GSA IT currently leverages Microsoft (MS) AD as the authoritative account management system. Tasking priorities will change and evolve as systems and applications progress through the development life-cycle and use AD for authentication. The environment must be extensible and adaptable to react to changes in policy, mandates, and any unforeseen or unexpected Government-wide initiatives that may affect the delivery of these services. In support of the requirements of the identity and directory management support services, the contractor shall perform the following (to include but not limited to) activities:

- a. Manage, administer, and support ICAM systems and related support activities.
- b. Provide support and administration of the GSA IT AD environment, systems, and associated data.
- c. Continuously review and assess the GSA IT ICAM environment and provide recommendations for how to more efficiently manage and administer the environment.
- d. Ensure that all Group Policy Management (GPM) changes are controlled and documented.
- e. Manage, administer, and support the GSA IT MFA environment.
- f. Manage the enterprise Key Management, Certificate Management, and PKI systems.
- g. Utilize automation and role-based management to ensure availability of access and continuity of services.
- h. Develop, implement, maintain, and support efforts pertaining to CDM/DEFEND. The contractor shall work closely with stakeholders to deploy tools into the GSA enterprise environment.

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- i. Explore leveraging CDM/DEFEND tools to reduce and remove redundant tools currently being used to manage the environment. Additionally, the contractor shall leverage plugins for these tools to integrate with existing GSA tools and standardize the GSA user experience.

C.5.6.2 SUBTASK 2 – COMMUNICATIONS SERVICES

Communications services provide advanced operational support for network connectivity; voice, video, and wireless communications; and collaboration solutions. In support of communication services the contractor shall analyze GSA's current network infrastructure and provide recommendations regarding innovative solutions and future visions toward a highly available, secure, fully-meshed IP network that integrates all communications (e.g., voice, video, data) for both internal GSA customers and external customers (via a trusted internet connection). The contractor shall provide reliable, resilient, and secure GSA-wide communications capabilities for applications, systems, and data. All services shall be delivered in a method to ensure reliability, availability, maintainability, securability, and survivability.

The contractor shall perform the following (to include but not limited to) operational support and communications services:

- a. Troubleshooting network infrastructure issues.
- b. Triaging known issues to determine cause and resolution.
- c. Performing break/fix activities.
- d. Performing problem/root cause analysis.
- e. Producing knowledge base articles and SOPs.
- f. Escalating issues to vendor and third-party entities, as necessary and directed by the Government.

C.5.6.2.1 NETWORK SERVICES

The contractor shall be responsible for supporting the design, implementation, monitoring, management, change management, relevant software upgrades (for security mitigation and feature requests), problem/incident resolution, and root cause analysis of network circuits and devices. The contractor shall communicate the status of these topics to the responsible GSA POC. Applicable networks include LAN, Wide Area Network (WAN), Wireless Local Area Network (WLAN), Data Centers, Virtual Private Network (VPN), VDI, terminal services (including out of band management), Load Balancing Services, and other network services (such as guest LAN/WLAN) assigned by GSA. The contractor shall provide Enterprise IT Dashboard Reports (**Section F, Deliverable 41**) that include performance trends of major applications, relevant historical trending data, and comparative data. The contractor shall utilize the Enterprise IT Dashboard (Section C.5.7.2) for reporting, as applicable. The contractor shall perform the following (to include but not limited to) activities:

- a. Support and operate the WAN and Software-Defined Wide Area Network (SD-WAN) sites until transitioned to a managed service provider. Support and maintain network equipment and configuration (routers and routing) that are not explicitly the responsibility of a managed service provider.

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- b. Manage the LAN/WAN routing protocol between the routers and perform port management, network capacity management (including planning and trending), and CM for those devices that are not explicitly the responsibility of a managed service provider.
- c. Adhere to all GSA requirements that specify the transition of responsibility for WAN services to the managed service provider of GSA's choice.
- d. Migrate the GSA Enterprise LAN, including the Regional Office Buildings, Datacenter, and Field Offices, to a Software Defined Network (SDN) architecture with end-to-end segmentation to support a Zero Trust Network environment.
- e. Utilize network orchestration tools and techniques to facilitate automated and consistent configurations, management, testing, deployment, and operations of physical and virtual devices within the network.
- f. Manage status, errors, and inbound and outbound traffic statistics of all routing interfaces, bandwidth utilization, and errors of all inbound and outbound LAN/WAN circuits.
- g. Monitor Internet access and identify/resolve interruptions to the Internet service.
- h. Perform VPN administration, including monthly audits, anti-virus updates, firewall management, host-based intrusion detection, and intrusion prevention system management.

C.5.6.2.2 TELECOMMUNICATIONS ORDER ASSISTANCE AND TRACKING

GSA IT requires technology services provisioning support to perform fulfillment, supplier management, and telecom vendor management. This includes the delivery of information and communication technology services and to process user requests for services such as local and long-distance phone services, voice, and data circuits using managed service provider(s) and other commercial contracts. The contractor shall be responsible for the following (to include but not limited to) activities:

- a. Managing and ordering communications services for GSA and its internal customers. Activities include keeping track of telecom service orders, resolving site issues such as invalid addresses and invalid POCs, and communicating with POCs to resolve site issues such as extensions, lost equipment, etc.
- b. Maintaining all databases for accuracy and consistency relating to orders, disconnections, and relocations, and reconciling any billing discrepancies.
- c. Managing and updating telecom services order tickets in the ITSM ticketing system, as required.
- d. Managing service quote requests, assisting with telecom order requests, and assisting with telecom disconnect requests from GSA customers, including non-GSA IT.
- e. Accessing data from billing portals (e.g., Conexus or other vendor-related portals) and analyzing and reconciling data pulled from internal GSA data sources.
- f. Contacting POCs and aiding them in connecting GSA equipment to vendor equipment, coordinating updates to circuit and service information for activation of service, and handling any requests or escalations between the Enterprise Infrastructure Operations Center (EIOC) and GSA customers or business lines.

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C.5.6.2.3 VOICE AND COMMUNICATION SUPPORT SERVICES

The contractor shall provide administrative, operational, and management support for the GSA Voice over Internet Protocol (VoIP), analog, digital, and other communication devices at specified levels of classification. The contractor shall perform the following (to include but not limited to) activities:

- a. Install, maintain, set up, monitor, update, and troubleshoot all GSA telecommunications equipment and services.
- b. Assist customers with the use of phone systems by providing virtual instruction in the use of control interfaces and procedures.
- c. Install, replace, and configure phone and Private Branch Exchange (PBX) equipment required by GSA Headquarters, ROB, and Field Office customers.
- d. Install and configure handsets and maintain all documentation and records of telephony infrastructure.
- e. Ensure all telephony infrastructure components conform to a standardized set-up and design and provide redundancy.
- f. Continuously (or as directed), evaluate conference bridges and all tools and technologies for providing this support so that the Government is ensured the best value for its investment, including all systems upgrades and patches to current release levels.

C.5.6.2.4 VTC/WEBEX SYSTEMS

The contractor shall operate and maintain VTC and multimedia infrastructure and services. The contractor shall support customers who receive core services and customers who receive enterprise-level services. Conferencing and multimedia equipment support includes secure and non-secure bridging systems, display and projection systems, electronic whiteboards, audio systems, Digital Versatile Disk (DVD), video recording and replay, video switching systems, control systems, and video cameras. The contractor shall support and monitor key VTC sessions (e.g., Administrator Town Halls). The contractor shall maintain, setup, monitor, and troubleshoot Internet Protocol Television (IPTV), video services, and system equipment.

C.5.6.2.5 MOBILE DEVICE MANAGEMENT

The contractor shall provide mobile device management services including, but not limited to:

- a. Integrating email service with enterprise messaging system or cloud email service.
- b. Managing device security.
- c. Ordering (including replacement devices), receiving, activating, configuring, and deploying devices.
- d. Resolving operational problems.
- e. Applying O/S updates.
- f. Ordering additional features or requesting call detail records.

C.5.6.2.6 ELECTRONIC COMMUNICATIONS AND COLLABORATION SERVICES

The contractor shall operate and maintain Government-furnished, cloud-based enterprise messaging and collaboration service solutions for use by authorized users. The contractor shall

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support these requirements as part of a highly integrated enterprise infrastructure services support delivery model.

The contractor shall perform system administration functions to ensure security, interoperability, reliability, and integration with complementary services. The contractor shall provide system administration functions, to include, but not limited to:

- a. Configuring services and features.
- b. Opening and escalating change request and incident management tickets with resolver group(s) and solution provider(s).
- c. Providing audit reports and log searches.
- d. Monitoring and logging outages.
- e. Integrating and supporting third-party tools.
- f. Troubleshooting issues (including external business partners).
- g. Developing solutions at scale to solve business problems and help achieve operational and cost efficiencies.
- h. Providing advanced technical support to diagnose, troubleshoot, and repair end-user and operational issues.

C.5.6.3 SUBTASK 3 – ENTERPRISE MONITORING AND EVENT MANAGEMENT

The contractor shall continuously monitor and manage the health and performance of all GSA IT infrastructure and services including network devices, servers, VoIP/VTC components, and others as necessitated by GSA. The contractor shall perform the following (to include but not limited to) enterprise monitoring and event management services:

- a. Developing proactive strategies and automations to prevent, detect, and remediate service impacting issues and improve overall network and incident response efficiency.
- b. Ensuring management tools are configured with baselined thresholds per service that will provide automated alerts.
- c. Providing recommendations to GSA for taking action to correct the problem such as infrastructure support or field support.
- d. Utilizing ML to monitor, analyze, assess, and review audit trails, logs, and other information collected to identify system events that may constitute violations of system security.
- e. Maintaining account management using Role-Based Access Control (RBAC) for access to all GSA systems and equipment.

The contractor shall implement a 24x7 enterprise monitoring and event management solution to reduce the time, effort, and cost involved with managing and monitoring the enterprise. The solution shall leverage AIOps and digital experience monitoring capabilities to deliver a primary, single pane of glass across all domains' underlying services and to address a wide variety of IT management activities (e.g., intelligent alerting, alert correlation, alert escalation, auto-remediation, root cause(s) analysis, and capacity optimization). The enterprise monitoring and event management solution shall meet all policies and mandates for system security, including the Authority to Operate (ATO). Over the life of the TO, the contractor shall continually identify opportunities to enhance monitoring with new integration and capabilities and employ self-

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healing techniques for remediation. The contractor shall provide enterprise monitoring and event management solution capabilities that include, but are not limited to:

- a. Integrating seamlessly and securely with enterprise systems, applications, databases, network connectivity, server/storage infrastructure, and other operational data sources.
- b. Incorporating new systems and applications, applications running in the cloud, cloud-native applications, and legacy systems.
- c. Interfacing with the ITSM system to automatically engage with the EITSD and create and assign incident tickets.
- d. Providing program, operational, technical, and user-based dashboard views and reports, including integrated dashboard baseline and utilization views and operational threshold metrics, to alert technical teams or automations for action.

The enterprise monitoring and event management solution may leverage existing tools or new technologies. The enterprise event management and monitoring system shall integrate with Enterprise IT dashboards (Section C.5.7.2) via Application Programming Interface (API), and it shall be able to either ingest external data from or output data to other GSA IT dashboards.

The contractor shall deliver Enterprise-Wide Escalation Procedures (**Section F, Deliverable 43**) with designated POCs. Escalation procedures shall consider the diverse environment and impact to GSA users and service delivery as well as impact to tenants in high impact buildings. The information shall be updated and reissued upon any change to the contractor's escalation procedures or contacts, and the contractor shall notify the Government within 24 hours of the update and change implementation for concurrence. The procedures shall include a description and timeline of the circumstances under which issues shall be escalated.

C.5.6.4 SUBTASK 4 – IT CONTINUITY MANAGEMENT SERVICES

The contractor shall provide support for the GSA IT enterprise COOP/DR program. The contractor shall enhance and maintain COOP/DR plans and validate recovery capabilities through periodic testing. Targeted recovery tests shall be conducted throughout the year. COOP/DR exercises include both FISMA system security tests and tabletop exercises. The contractor shall be responsible for the following (to include but not limited to) duties:

- a. Performing technical and service planning and analysis based on GSA requirements (e.g., availability, capacity, performance, backup and IT continuity, and DR services).
- b. Assisting the Government in coordinating with other GSA COOP/DR teams to ensure the GSA IT COOP/DR plans and program align with GSA COOP/DR plans and goals.
- c. Participating in annual Federal DR exercises and performing a contractor/GSA internal DR test annually (outside Federal exercise).
 1. During the Federal exercise, the contractor shall provide technical support personnel to GSA's alternate site(s) to mediate any infrastructure issues during the planned activity. Should there be an actual, non-planned event and GSA devolves to the alternate site, there will be a need for the same level of support at the alternate site.
- d. Updating and maintaining GSA IT COOP/DR program documentation, including, but not limited to, the GSA IT Business Continuity Plan (**Section F, Deliverable 44**), GSA IT

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Business Continuity Playbook (**Section F, Deliverable 45**), and Information System-Specific Continuity Plans (ISCPs) (**Section F, Deliverable 46**).

- e. Coordinating tests and documenting results across the enterprise.
- f. Developing test plans and providing training on the test/exercise plans annually or as directed by the FEDSIM COR.
- g. Participating in test/exercises and the after-action test/exercise reviews and documenting issues in an After Action Report, when required.
- h. Performing quarterly testing of alert and notification procedures and systems for any type of emergency.

The contractor shall maintain the list of GSA essential functions and critical IT/telecommunication networks, systems, facilities, and critical positions.

The contractor shall perform a continuity management review on an annual basis, or when significant changes occur to the GSA IT enterprise essential function(s). Changes shall result in a threat and vulnerability exposure, risk assessment, interdependency analysis, and business impact analysis. The contractor shall ensure re-use of existing information when performing the aforementioned tasks. The contractor shall prepare a report and executive briefing for the Chief Information Officer (CIO) that identifies risk (**Section F, Deliverable 48**).

C.5.6.5 SUBTASK 5 – SECURITY OPERATIONS

The contractor shall interface with the GSA IT Chief Information Security Officer (CISO), Information System Security Officer (ISSO), and Information Systems Security Manager (ISSM), as necessary, to manage and maintain compliance and assurance of systems security objectives. This will be completed utilizing tool sets provided by the CISO and/or GSA IDT offices, and relying on services provided, facilitated, or led by the CISO office (e.g., audits, penetration testing, etc.). Security Operations will assist in operationalizing scenarios where CISO-owned tools and/or processes are managed and operated by the DIGIT contractor. Security Operations is directly responsible for oversight of two FISMA systems and partially responsibility for one additional FISMA system; however, it manages infrastructure, server OS, account management, other infrastructure, and the related security elements for several dozen customer FISMA systems at the direction of the respective Authorizing Officials. Operational cadences, established practices, and communications are critical to success when interfacing with customer FISMA systems' owners and representatives.

Additionally, the contractor shall provide guidance, implementation recommendations, and assistance in developing the security aspects of the DevSecOps and CI efforts for all GSA IDT operational efforts. The contractor shall be responsible for implementing more modern and proactive remediation approaches for systems and network devices, the security processes necessary to support the shift toward IaC implementations, a modern and repeatable security hardening standard and approach for the support of immutable devices, and ensuring these activities are performed in a least privileged state. The contractor shall perform IA and compliance support services to maintain production system security posture for all managed systems.

This work shall be completed using policies, tools, and guidelines provided by the CISO as advised by the ISSO. The requirements of this TO do not include the ISSO function. As part of this task, the contractor shall perform the following (to include but not limited to) activities:

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- a. Integrate cyber security into all DIGIT management and work practices.
- b. Maintain standard OS, hardening, and baseline configurations in compliance with GSA security standards.
- c. Report security patching, incidents, risks, and vulnerabilities with status within the Enterprise IT Dashboard (Section C.5.7.2).
- d. Document security controls using the GSA processes and templates. This includes documenting and maintaining security diagrams, plans, procedures, policies, logs, and reports for relevant systems and system components.
- e. Provide support, as required, for conducting security tests to validate that required security controls are properly implemented, operate as intended, and produce the desired outcome.
- f. Respond, as necessary, to all potentially adverse events within all GSA networks and platforms under this TO, in coordination with and as advised by the CISO.
- g. Identify specific security weaknesses on target systems, especially variances from baseline hardening and configurations, and provide recommended techniques and/or improvements to strengthen the security of the target system.
- h. Ensure all systems logs are properly captured and included in security monitoring activities per GSA security standards.
- i. Utilize GSA's vulnerability assessment capability to identify unauthorized access points or potential implementation weaknesses.
- j. Monitor, prevent, detect, respond, report, and correct the unauthorized release of GSA data utilizing provided tools, processes, and sound security practices.
- k. Support the Assessment and Authorization (A&A) process for the GSA IDT FISMA systems and customer FISMA system A&As, as necessary. CISO is responsible for overall coordination and management of the A&A process.
- l. Support Plan of Actions and Milestones (POA&M) findings and develop and implement remediation. The contractor shall remediate and close open POA&M items in a timely manner. The contractor shall update open POA&M items monthly or more frequently, as required, due to the nature or severity of the findings.
- m. Support Enclaving/Network segregation with a focus on implementations via a holistic, automated, and repeatable process with known parameters for inheritance by guest systems.

C.5.7 TASK 7 – PERFORMANCE MANAGEMENT SERVICES

The contractor shall establish and integrate performance measurement processes into the operations of the TO for quality of services, innovation, customer satisfaction, and continuous improvement. The contractor shall develop and deliver performance improvement plans when requested by the Government (**Section F, Deliverable 49**). The contractor shall implement improvement plans and coordinate with third parties, as required.

C.5.7.1 SUBTASK 1 – PERFORMANCE REQUIREMENTS

The contractor shall validate the performance of IT services provided under this TO, to meet the changing business demands and expanding shared services portfolios. The contractor shall provide a Performance Assurance Plan (**Section F, Deliverable 50**) to implement the proposed

SECTION C – PERFORMANCE WORK STATEMENT

service assurance and performance approach for ensuring timeliness, quality, and performance are achieved. The Performance Assurance Plan shall describe the contractor's approach to monitoring, measuring, and reporting performance and managing agreements (e.g., SLAs, Experience Level Agreements (XLAs), and Operational Level Agreements (OLAs)) among the contractor, Government, and Government-managed third parties to ensure continuity, compliance, and a positive impact on the customer experience.

The contractor shall perform the following (to include but not limited to) activities:

- a. Manage, monitor, measure, and report SLA, XLA, and KPI performance. The contractor shall automate performance reporting and deliver reports through the Enterprise IT Dashboard.
- b. Execute performance reviews at the request of the Government.
- c. Periodically review and recommend SLA, XLA, and KPI improvements.
- d. Develop OLAs with GSA or GSA-managed third parties. The contractor shall make use of existing processes and systems outside of the contractor's control, which shall work together to meet the SLAs and XLAs in **Section F, Deliverable 50**.
- e. Submit proposed SLA exclusions in writing. SLA exclusions require the written approval of the GSA IDT TPOC and FEDSIM COR prior to exclusion from the SLA calculation.

C.5.7.2 SUBTASK 2 – ENTERPRISE IT DASHBOARDS

The contractor shall maintain existing GSA Enterprise IT dashboards. The contractor shall propose enhancements to dashboards and, once approved by the Government, develop, implement, and maintain, in a readily accessible and easy-to-use format, the capability to display and report additional information critical to GSA IT and GSA's customer base on an enterprise-wide basis. Dashboard support shall include, but is not limited to, system outages, applications issues, service desk statistics, critical IT services health, real-time information, trending, capacity, performance (e.g., reliability, availability, maintainability, and survivability), server monitoring and reporting, and service desk ticket status. Dashboards shall be available for all facets of the TO, including project management to track status reports, activities, and organization-wide metrics to keep everyone in the organization up to date.

The contractor shall integrate measures into Data-to-Decision (D2D), the Government ITSM system (e.g., ServiceNow), and internal dashboards in order to sufficiently track performance. The contractor shall utilize the existing GSA Enterprise IT dashboard(s) to:

- a. Monitor, track, and trend performance measurements.
- b. Report major incidents and root-cause analysis conducted (**Section F, Deliverables 58 and 59**).
- c. Continuously monitor and report high priority incidents.
- d. Continuously monitor and report all service desk tickets.
- e. Report network and platform status and utilization.
- f. Provide core service operational status.
- g. Monitor inbound and outbound traffic statistics.
- h. Compute platform capacity monitoring.
- i. Support other activities as indicated in this TO.

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- j. Report regional trends, service desk metrics, incident management, request management, user type, and service portal.

The Government owns the Enterprise IT Services Dashboard system and data. The dashboards shall not have any corporate markings referencing the contractor.

C.5.7.3 SUBTASK 3 – CONTINUOUS SERVICE IMPROVEMENT (CSI)

The contractor shall provide CSI to enable GSA IT to reach new levels of performance while reducing costs. In partnership with GSA IT, the contractor shall recommend processes and technology improvements (e.g., tools, processes, and methodologies) that will increase efficiency and enable GSA IT to continue to provide best value services to its customers.

The contractor shall set up, organize, and assist the Government with conducting interviews, group workshops, and service desk/infrastructure surveys to determine customer experience and satisfaction are within SLA performance benchmarks. For elements outside of established performance standards, this task will identify root cause and implement changes to improve performance in accordance with GSA IDT SOPs.

The contractor shall identify improvements and establish a baseline as a benchmark for metrics. After approval by the GSA IDT TPOC or designee, the contractor shall implement support recommendations and track the progress by capturing metrics against projected improvement.

The contractor shall establish and maintain a CSI register. The contractor shall report on performance of implemented support improvements, issue reports on IT service area performance, and identify possible product and service enhancement opportunities for improved performance and potential cost savings.

C.5.7.4 SUBTASK 4 – CAPACITY AND AVAILABILITY MANAGEMENT SERVICES

The contractor shall perform capacity and availability management services to ensure that infrastructure services are optimized and automated to deliver a cost-effective and sustained level in order to meet GSA's evolving business requirements. The contractor shall perform the following (to include but not limited to) capacity and availability management activities:

- a. Develop, document, update (where appropriate), enhance, and execute capacity and availability management procedures in order to maintain high availability of each infrastructure component and application in accordance with SLAs and agreed upon outcomes.
- b. Continually manage IT resource usage to enable proactive identification and resolution of capacity and performance issues, taking action to increase capacity as needed.
- c. Assess application and capacity utilization and make recommendations to the Government on applications and systems to retire at least once per award cycle.
- d. Capture trending information and forecast future GSA capacity requirements based on industry best practice. The contractor shall provide change recommendations to improve service performance monthly.
- e. Ensure adequate capacity exists within the environment, taking into account daily, weekly, and seasonal variations in capacity demands. The contractor shall notify GSA within one hour when capacity reaches an agreed upon threshold.

SECTION C – PERFORMANCE WORK STATEMENT

- f. Provide the Capacity and Availability Management Plan (**Section F, Deliverable 52**).
The Capacity and Availability Management Plan details current service performance and utilization, future requirements, capacity projections, service availability, capacity issues, and plans for improving performance and satisfying business requirements. The Capacity and Availability Management Plan shall include information on the performance and utilization of services and components.

C.5.8 TASK 8 – SURGE AND SPECIAL PROJECTS

The contractor shall provide support for planned and unplanned surge and special projects. The services provided under this task area may cross all tasks and subtask areas within the TO. The contractor shall account for surge and special projects and provide the resources necessary to accommodate them without burdening Government and contractor operational staff. During the life of the TO, the workload in any one area may grow significantly for a period of time. Some activities are recurring while others are not. Recurring activities include, but are not limited to, audit support, the annual physical inventory of IT assets, year-end procurements, and technology refresh cycles. Examples of non-recurring activities include major system rollouts, major office moves, presidential transition activities, COOP/DR events, unexpected increases in Federal staffing to meet GSA mandates, infrastructure initiatives to meet external regulatory mandates, and implementation of new GSA programs and projects.

For project work, the contractor shall develop project and design plans, and once the plans and scheduled dates are mutually agreed upon between the Government and contractor, the contractor shall ensure actual implementation dates do not deviate from the planned schedule dates. Task 8 requirements and deliverables are described in Tasks 1 through 7 and are within the scope of this TO.

SECTION D - PACKAGING AND MARKING

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SECTION E - INSPECTION AND ACCEPTANCE

E.1 PLACE OF INSPECTION AND ACCEPTANCE

Inspection and acceptance of all work performance, reports, and other deliverables under this TO will be performed by the FEDSIM COR and GSA IDT TPOC.

E.2 SCOPE OF INSPECTION

All deliverables will be inspected for content, completeness, accuracy, and conformance to TO requirements by the FEDSIM COR and GSA IDT TPOC. Inspection may include validation of information or software through the use of automated tools, testing, or inspections of the deliverables, as specified in the TO. The scope and nature of this inspection will be sufficiently comprehensive to ensure the completeness, quality, and adequacy of all deliverables.

The Government requires a period NTE 15 workdays after receipt of deliverable items for inspection and acceptance or rejection.

E.3 BASIS OF ACCEPTANCE

The basis for acceptance shall be compliance with the requirements set forth in the TO and relevant terms and conditions of the contract. Deliverable items rejected shall be corrected in accordance with the applicable clauses.

Acceptance will occur when all discrepancies, errors, or other deficiencies identified in writing by the Government have been resolved, through documentation updates, program correction, or other mutually agreeable methods.

Reports, documents, and narrative-type deliverables will be accepted when all discrepancies, errors, or other deficiencies identified in writing by the Government have been corrected. If the deliverable is adequate, the Government may accept it or provide comments for incorporation.

All of the Government's comments on deliverables shall either be incorporated in the succeeding version of the deliverable, or the contractor shall explain to the Government's satisfaction why such comments should not be incorporated.

If the Government finds that a deliverable contains spelling errors, grammatical errors, or improper format, or otherwise does not conform to the QA requirements stated within this TO, the document may be rejected without further review and returned to the contractor for correction and resubmission. If the contractor requires additional Government guidance to produce an acceptable version, the contractor shall arrange a meeting with the FEDSIM COR.

E.4 DELIVERABLES

The Government will provide written acceptance, comments, and/or change requests, if any, within 15 workdays (unless specified otherwise in Section F) from Government receipt of the deliverable. Upon receipt of the Government comments, the contractor shall have ten workdays to incorporate the Government's comments and/or change requests and to resubmit the deliverable.

E.5 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT

The FEDSIM CO or FEDSIM COR will provide written notification of acceptance or rejection (**Section J, Attachment H**) of all deliverables within 15 workdays (unless specified otherwise in

SECTION E - INSPECTION AND ACCEPTANCE

Section F). All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

E.6 NON-CONFORMING PRODUCTS OR SERVICES

Non-conforming products or services will be rejected. Deficiencies shall be corrected, by the contractor, within ten workdays of the rejection notice. If the deficiencies cannot be corrected within ten workdays, the contractor shall immediately notify the FEDSIM COR of the reason for the delay and provide a proposed corrective action plan within ten workdays.

If the contractor does not provide products or services that conform to the requirements of this TO, the Government will document the issues associated with the non-conforming products or services in the award fee determination report, and there will be an associated impact to the award fee earned.

SECTION F – DELIVERIES OR PERFORMANCE

F.1 PERIOD OF PERFORMANCE

The period of performance will be five years, consisting of a one-year base period, with four one-year option periods. In addition, two performance-based award term periods will be included in the TO. The Government will exercise an initial one-year award term period and a final one-year award term period in accordance with H.17.

Base Period:	January 5, 2021 – January 4, 2022
First Option Period:	January 5, 2022 – January 4, 2023
Second Option Period:	January 5, 2023 – January 4, 2024
Third Option Period:	January 5, 2024 – January 4, 2025
Fourth Option Period:	January 5, 2025 – January 4, 2026
Award Term Period One	January 5, 2026 – January 4, 2027
Award Term Period Two	January 5, 2027 – January 4, 2028

F.2 PLACE OF PERFORMANCE

Place of Performance is the contractor facility(ies) and various GSA owned/leased sites. Onsite support is required at the locations identified in Section J, Attachment S, as well as travel to various CONUS and OCONUS locations. The contractor may be required to travel to any of the GSA locations in support of the TO.

F.2.1 ONSITE HOURS OF OPERATIONS

GSA IDT is seeking flexible and scalable solutions that provide maximum service coverage and availability. GSA IDT anticipates, at a minimum, the need for contractor services during the following hours (below) Monday through Friday; however, the contractor's solution to service delivery shall be flexible to scale (i.e. increase or decrease operating hours) to meet GSA IT service demands.

Task Area	Location/Service	Hours of Operation
C.5.2.1	Service Desk	7:00 A.M. to 8:00 P.M. ET
C.5.2.2	Onsite HQ Deskside	7:00 A.M. to 5:30 P.M. ET
C.5.2.2	Onsite HQ IT Storefronts	7:00 A.M. to 5:00 P.M. ET
C.5.2.2	Onsite ROB Deskside	8:00 A.M. to 4:00 P.M. Local Time
C.5.2.2	Onsite ROB IT Storefronts	7:00-9:00 A.M. / 2:00-5:00 P.M. Local Time
C.5.2.2	Onsite Deskside Japan & Puerto Rico	8:00 A.M. to 4:00 P.M. Local Time

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C.5.	Onsite Data Center Support	8:00 A.M. to 4:00 P.M. Local Time
C.5.6.1	Platform Management	7:00 A.M. to 7:00 P.M. ET
C.5.6.3	Monitoring, Event Management, Priority Incident Response	24x7x365
C.5.1-C.5.8	All Other Tasks/Subtasks	8:30 A.M. to 4:30 P.M. ET or Local Time

Hours of Operation Other Than Normal

There will be business situations that require the contractor to work other than normal operational hours. Such scheduling may require accomplishment of contractor work at times other than normal operational hours; the FEDSIM COR, or appropriate IDT TPOC, will approve work outside normal operational hours when required. This will include activities such as, but not limited to, deployments, maintenance, server upgrades, patch management, system outages, COOP/DR or business critical support (e.g. VIP support, special events, end-of-year processing, weather events, etc.).

Scheduled Maintenance and Outages

The contractor shall perform maintenance and other related activities that degrade or may degrade the performance of network environments, operating systems, applications or diminish the user experience during outage periods that occur on weekends, federal holidays, or between the hours of 10:00 pm ET and 6:00 am ET on weekdays. The contractor shall avoid performing these maintenance and other activities during periods of the year that require continuous availability 24 hours each day. The COR will notify the contractor prior to periods requiring continuous availability.

F.3 TO SCHEDULE AND MILESTONE DATES

The following schedule of milestones will be used by the FEDSIM COR to monitor timely progress under this TO.

The following abbreviations are used in this schedule:

DEL: Deliverable

IAW: In Accordance With

NLT: No Later Than

PS: Project Start

TOA: Task Order Award

All references to days: Government Workdays

Deliverables are due the next Government workday if the due date falls on a holiday or weekend.

SECTION F – DELIVERIES OR PERFORMANCE

Data Rights Clause - Abbreviations in the Gov't Rights column of the table below shall be interpreted as follows:

UR: Unlimited Rights, per FAR 27.404-1(a) and 52.227-14

For software or documents that may be either proprietary Commercial Off-the-Shelf (COTS) or custom, UR rights apply to custom software or documents. The Government asserts UR rights to open source COTS software. Any collateral agreements (within the meaning of FAR 52.227-14) proposed for data, regardless of the type of rights offered, shall be subject to the requirements of TOR Section H.14.1 and H.14.2. For purposes of the foregoing, the terms “collateral agreement,” “Supplier Agreement,” and “Commercial Supplier Agreement” have the same meaning.

The Government does not assert any rights to management software tools if the contractor does not plan to charge the Government directly for that tool and does not propose that the Government will own or use that tool.

The contractor shall deliver the deliverables listed in the following table on the dates specified:

DEL. #	MILESTONE/ DELIVERABLE	CLIN	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
	PS			January 5, 2021	N/A
01	Program Kick-Off Meeting Agenda	0001	C.5.1.1	At least three workdays prior to the Kick-Off Meeting	UR
02	RESERVED				
03	Program Kick-Off Meeting Minutes Report	0001	C.5.1.1	NLT 3 workdays following Kick-Off Meeting	UR
04	MSR	X001	C.5.1.2	Monthly 10 th calendar day of the next month)	UR
05	RESERVED				
06	Monthly Technical Status Meeting Minutes	X001, X002	C.5.1.3	Three workdays after Monthly Technical Status Meeting	UR
07	PMP	X001	C.5.1.1, C.5.1.4	Due at Kick-Off Meeting; updates as program changes occur, no less frequently than annually	UR

SECTION F – DELIVERIES OR PERFORMANCE

DEL. #	MILESTONE/ DELIVERABLE	CLIN	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
08	Trip Report(s)	X001	C.5.1.5	Within 10 workdays following completion of each trip, or as requested by TPOC and/or COR	UR
09	QMP	X001	C.5.1.1	Due at Kick-Off Meeting; updated as changes in program processes are identified	UR
10	Transition-In Plan	X001	C.5.1.1, C.5.1.11	Updated plan due at Kick-Off Meeting	UR
11	Transition-Out Plan	X001	C.5.1.12	Within six months of PS; quarterly during the final Option Period	UR
12	Risk Management Plan	X001	C.5.1.1	Due at Kick-Off Meeting	UR
13	RESERVED				
14	RESERVED				
15	RESERVED				
16	Quarterly IPR Agenda	X001	C.5.1.6	NLT 10 working days before Quarterly IPR	UR
17	Quarterly IPR Meeting Report	X001	C.5.1.6	NLT 10 working days after Quarterly IPR	UR
18	Recommended Portal Strategy	X001	C.5.1.7	Due at Kick-Off Meeting	UR
19	Financial Report	X001	C.5.1.8	Monthly (10th calendar day of the next month)	UR
20	RESERVED				
21	RESERVED				
22	Digital Portal and portal Records	X001	C.5.1.7	Due NLT 90 days before completion of TO	UR
23	Supply Chain Risk Management (SCRM) Plan	X001	H.11	NLT 30 days after PS; updates as required	UR

SECTION F – DELIVERIES OR PERFORMANCE

DEL. #	MILESTONE/ DELIVERABLE	CLIN	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
24	RESERVED				
25	KM Plan	X001	C.5.2.4	Draft due at kick off meeting; Final 30 calendar days after draft submission; updates as required	UR
26	ITAM Plan	X001	C.5.3.1	Draft due at kick off meeting, Final 30 calendar days after draft submission, updates annually by March 1 st .	UR
27	QA and Testing Strategy	X001	C.5.5.1.3	Within 60 calendar days of Kick off meeting, and updated as required	UR
28	RESERVED				
29	SCRM Assessment Questionnaire	X001	H.11	Due at Kick-Off meeting, updates as required, and/or requested by TPOC or COR	UR
30	Audit SOP	X0001	C.5.3.1	Within 60 calendar days of kick off meeting, and updated as required	UR
31	Software Inventory Report	X001	C.5.3.1	Four months after PS and annually thereafter	UR
32	Hardware Inventory Report	X001	C.5.3.1	Four months after PS and annually thereafter	UR
33	External Procurement Documentation	X001	H.13	IAW ITAM plan and procedures, and when requested by TPOC or COR	UR

SECTION F – DELIVERIES OR PERFORMANCE

DEL. #	MILESTONE/ DELIVERABLE	CLIN	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
34	Asset Refresh Schedule	X001	C.5.3.1	Within 60 calendar days of Kick off meeting, and updated at least annually	UR
35	License Renewal and Tracking Procedures	X001	C.5.3.1	Within 60 calendar days of kickoff meeting, and updated as required	UR
36	Innovation Research reports	X001	C.5.4.1	Quarterly (minimum)	UR
37	RESERVED				
38	Change Management Plan	X001	C.5.5.1.1	Draft within 30 calendar days of kickoff; Final due 30 calendar days after draft submission and approval, updates annually by March 1 st .	UR
39	RDM SOP	X001	C.5.5.1.3	Within 60 calendar days of kickoff meeting, and updated as required	UR
40	Release Plans	X001	C.5.5.1.3	Five workdays after release kick off meeting	UR
41	Enterprise IT Dashboard Reports	X001	C.5.6.2.1	Via Enterprise IT Dashboard, or as required by the TPOC or COR	UR
42	Copy of TO (initial award and all modifications)		F.4	Within 10 workdays of award or modification	N/A
43	Enterprise-Wide Escalation Process	X001	C.5.2, C.5.6.3	Due 45 calendar days after kick-off	UR

SECTION F – DELIVERIES OR PERFORMANCE

DEL. #	MILESTONE/ DELIVERABLE	CLIN	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
44	GSA IT Business Continuity Plan	X001	C.5.6.4	Draft within 60 calendar days of kick off, Final 30 calendar days after draft submission, updates annually by March 1st	UR
45	GSA IT Business Continuity Playbook	X001	C.5.6.4	Draft within 60 calendar days of kick off; Final 30 calendar days after draft submission, updates annually by March 1st	UR
46	ISCP	X001	C.5.6.4	Draft within 60 calendar days of kick off; Final 30 calendar days after draft submission, updates annually by March 1st	UR
47	RESERVED				
48	Continuity Management Review for CIO	X001	C.5.6.4	Annually, or as required by the TPOC or COR	UR
49	Performance Improvement Plans	X001	C.5.7	NLT five days after TPOC or COR request	UR
50	Performance Assurance Plan (to include SLAs, XLAs and OLAs)	X001	C.5.7.1	Due at Kick-Off Meeting, updates as required	UR
51	RESERVED				

SECTION F – DELIVERIES OR PERFORMANCE

DEL. #	MILESTONE/ DELIVERABLE	CLIN	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
52	Capacity and Availability Management Plan	X001	C.5.7.4	Draft due NLT 60 calendar days after TO kickoff; final due NLT 60 calendar days after draft submission/review; updates required every 6 months thereafter as necessary.	UR
53	IT Security Plan	X001	H.5.1.1	NLT 30 calendar days after TOA and annual verification or update.	UR
54	IT Security Authorization	X001	H.5.1.1	six months after TOA	UR
55	Contractor Access List	X001	H.5.2.2	Due on or before the 25th of each month	UR
56	IBR	X001	C.5.1.6	Within 60 calendar days of TOA	UR
57	Small Business Utilization Report	X001	H.20	Due quarterly	UR
58	Major Incident Report	X001	C.5.7.2	Via Enterprise IT Dashboard within four hours of identification	UR
59	Root Cause Analysis Reports	X001	C.5.7.2	Via Enterprise IT Dashboard within three working days of incident/problem resolution.	UR
60	Property Management Plan	X001/ X002	H.3	NLT 90 days after TOA; Annual updates	UR

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DEL. #	MILESTONE/ DELIVERABLE	CLIN	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
61	Configuration Management Plan	X001	C.5.5.1.2	Draft NLT the completion of transition-in period. Final due 60 calendar days after submission of draft.	UR

The contractor shall mark all deliverables listed in the above table to indicate authorship by contractor (i.e., non-Government) personnel; provided, however, that no deliverable shall contain any proprietary markings inconsistent with the Government's data rights set forth in this TO. All deliverable shall be free of any contractor markings, logos, or identifiers. The Government reserves the right to treat non-conforming markings in accordance with subparagraphs (e) and (f) of the FAR clause at 52.227-14.

F.4 PUBLIC RELEASE OF CONTRACT DOCUMENTS REQUIREMENT

The contractor agrees to submit, within ten workdays from PS or any modification to the TO (exclusive of Saturdays, Sundays, and Federal holidays), a Portable Document Format (PDF) file of the fully executed document with all proposed necessary redactions, including redactions of any trade secrets or any commercial or financial information that it believes to be privileged or confidential business information, for the purpose of public disclosure at the sole discretion of GSA (Section F, Deliverable 42). The contractor agrees to provide a detailed written statement specifying the basis for each of its proposed redactions, including the applicable exemption under the Freedom of Information Act (FOIA), 5 U.S. Code (U.S.C.) § 552, and, in the case of FOIA Exemption 4, 5 U.S.C. § 552(b)(4), shall explain why the information is considered to be a trade secret or commercial or financial information that is privileged or confidential. Information provided by the contractor in response to the contract requirement may itself be subject to disclosure under the FOIA. Submission of the proposed redactions constitutes concurrence of release under FOIA.

GSA will carefully consider the contractor's proposed redactions and associated grounds for nondisclosure prior to making a final determination as to what information in such executed documents may be properly withheld.

F.5 DELIVERABLES MEDIA

The contractor shall deliver all electronic versions by electronic mail (email) and removable electronic media, as well as placing in the GSA IDT designated repository. If the contractor provides a management portal, it shall annually or as requested provide the FEDSIM COR with physical media that contains a copy of the site content.

The following are the required electronic formats, whose versions must be compatible with the latest, commonly available version on the market.

- a. Text MS Word, Google Docs, PDF

SECTION F – DELIVERIES OR PERFORMANCE

- | | |
|-----------------|------------------------------|
| b. Spreadsheets | MS Excel, Google Sheets |
| c. Briefings | MS PowerPoint, Google Slides |
| d. Drawings | MS Visio, Google Drawings |
| e. Schedules | MS Project, Smartsheet |

F.6 PLACE(S) OF DELIVERY

Copies of all deliverables shall be sent electronically to the FEDSIM COR at the following address:

Courtney Loy
Email: Courtney.Loy@gsa.gov

Copies of all deliverables shall also be delivered to the GSA IDT TPOC. The GSA IDT TPOC name, address, and contact information will be provided at award.

F.7 NOTICE REGARDING LATE DELIVERY/PROBLEM NOTIFICATION REPORT (PNR)

The contractor shall notify the FEDSIM COR via a PNR (Section J, Attachment E) as soon as it becomes apparent to the contractor that a scheduled delivery will be late. The contractor shall include in the PNR the rationale for late delivery, the expected date for the delivery, and the project impact of the late delivery. The FEDSIM COR will review the new schedule and provide guidance to the contractor. Such notification in no way limits any Government contractual rights or remedies including, but not limited to, termination.

SECTION G – CONTRACT ADMINISTRATION DATA

G.1 CONTRACTING OFFICER’S REPRESENTATIVE (COR)

The FEDSIM CO appointed a FEDSIM COR in writing through a COR Designation Letter (Section J, Attachment A). The FEDSIM COR will receive, for the Government, all work called for by the TO and will represent the FEDSIM CO in the technical phases of the work. The FEDSIM COR will provide no supervisory or instructional assistance to contractor personnel.

The FEDSIM COR is not authorized to change any of the terms and conditions, scope, schedule, and price of the Contract or the TO. Changes in the scope of work will be made only by the FEDSIM CO by properly executed modifications to the Contract or the TO.

G.1.1 CONTRACT ADMINISTRATION

Contracting Officer:

Elizabeth Steiner
GSA FAS AAS FEDSIM (QF0B)
1800 F Street, NW
Washington, D.C. 20405
Telephone: (202) 341-8474
Email: Elizabeth.Steiner@gsa.gov

Contracting Officer’s Representative:

Courtney Loy
GSA FAS AAS FEDSIM (QF0B)
1800 F Street, NW
Washington, D.C. 20405
Telephone: (202) 615-1066
Email: Courtney.Loy@gsa.gov

Alternate Contracting Officer’s Representative:

Meaghan Hakala
GSA FAS AAS FEDSIM (QF0B)
1800 F Street, NW
Washington, D.C. 20405
Telephone: (202) 297-4598
Email: Meaghan.Hakala@gsa.gov

GSA IT – Office of Digital Infrastructure Technologies (IDT) TPOC:

Debra Anne
1800 F Street, NW
Washington, D.C. 20405
Telephone: (202) 694-2951
Email: Debra.Anne@gsa.gov

G.2 INVOICE SUBMISSION

The contractor shall submit Requests for Payments in accordance with the format contained in GSA Acquisition Manual (GSAM) 552.232-25, PROMPT PAYMENT (NOV 2009), to be

SECTION G – CONTRACT ADMINISTRATION DATA

considered proper for payment. In addition, the following data elements shall be included on each invoice:

TO Number: *(from GSA Form 300, Block 2)*

Paying Number: *(ACT/DAC NO.) (From GSA Form 300, Block 4)*

FEDSIM Project Number: GS01086

Project Title: DIGIT

The contractor shall submit invoices as follows:

The contractor shall utilize FEDSIM's electronic Assisted Services Shared Information SysTem (ASSIST) to submit invoices. The contractor shall manually enter CLIN charges into Central Invoice Services (CIS) in the ASSIST Portal. Summary charges on invoices shall match the charges listed in CIS for all CLINs. The contractor shall submit invoices electronically by logging onto the following link (requires Internet Explorer to access the link):

<https://portal.fas.gsa.gov>

Log in using your assigned Identification (ID) and password, navigate to the order against which you want to invoice, click the Invoices and Acceptance Reports link in the left navigator, and then click the *Create New Invoice* button. By utilizing this method, no paper copy of the invoice shall be submitted to GSA FEDSIM or the GSA Finance Center. The contractor shall provide invoice backup data, as an attachment to the invoice, in accordance with the contract type, including detail such as labor categories, rates, and quantities of labor hours per labor category. The FEDSIM COR may require the contractor to submit a written "hardcopy" invoice with the client's certification prior to invoice payment. A paper copy of the invoice is required for a credit.

The contractor is certifying, by submission of an invoice in the CIS, that the invoice is correct and proper for payment.

If there are any issues submitting an invoice, contact the Assisted Acquisition Services Business Systems (AASBS) Help Desk for support at 877-472-4877 (toll free) or by email at AASBS.helpdesk@gsa.gov.

G.3 INVOICE REQUIREMENTS

The contractor shall submit a draft copy of an invoice backup in Excel to the FEDSIM COR and GSA IDT TPOC for review prior to its submission to ASSIST. The draft invoice shall not be construed as a proper invoice in accordance with FAR 32.9 and GSAM 532.9. The contractor shall provide receipts on an as-requested basis. Each contract type shall be addressed separately in the invoice submission.

The final invoice is desired to be submitted within six months of project completion. Upon project completion, the contractor shall provide a final invoice status update monthly.

Regardless of contract type, the contractor shall report the following data:

- a. GWAC Number
- b. TOA Number (NOT the Solicitation Number).
- c. Contractor Invoice Number.
- d. Contractor Name.

SECTION G – CONTRACT ADMINISTRATION DATA

- e. POC Information.
- f. Current period of performance.
- g. Amount of invoice that was subcontracted.

The amount of invoice that was subcontracted to a small business shall be made available upon request.

G.3.1 CPAF CLINs (for LABOR)

The contractor may invoice monthly on the basis of cost incurred for the CPAF CLINs. The invoice shall include the period of performance covered by the invoice (all current charges shall be within the active period of performance) and the CLIN number and title. All hours and costs shall be reported by CLIN element (as shown in Section B), by contractor employee, and shall be provided for the current billing month and in total from project inception to date. The invoice shall include the following statement, “Any included labor subject to the Service Contract Labor Standards (SCLS) has been billed in accordance with applicable policy”. Use Attachment T, Service Contract Labor Standards (SCLS) Tracking Template for internal SCLS tracking.

The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

- a. Employee name (current and past employees).
- b. Employee Company.
- c. Exempt or non-exempt designation.
- d. Employee Alliant 2 labor category.
- e. Service Contract Labor Standards (SCLS) rate for SCLS occupations according to the U.S. Department of Labor (DOL) Wage Determination Locality and Revision number (If Applicable) (see Section J, Attachment U)
- f. Current monthly and total cumulative hours worked.
- g. Direct Labor Rate.
- h. Effective hourly rate (e.g., cumulative costs/cumulative hours).
- i. Current approved billing rate percentages in support of costs billed.
- j. Itemization of cost centers applied to each individual invoiced.
- k. Itemized breakout of indirect costs (e.g., Fringe, Overhead (OH), General and Administrative (G&A) burdened costs for each individual invoiced (rollups are unacceptable)).
- l. Any cost incurred not billed by CLIN (e.g., lagging costs).
- m. Labor adjustments from any previous months (e.g., timesheet corrections).
- n. Provide comments for deviation outside of ten percent variance.
- o. TO Tasks (Section C references) associated with the work performed.

All cost presentations provided by the contractor in Excel shall show indirect charges itemized by each individual with corresponding indirect rates and cost center information. The invoice detail shall be organized by CLIN.

SECTION G – CONTRACT ADMINISTRATION DATA

The contractor may invoice for fee after accepting the modification which includes the award fee determination and any corresponding deobligation of unearned fee. See the AFDP in Section J, Attachment D for additional information on the award fee determination process.

When the Incurred Cost method is used to determine the Award Fee Pool Allocation for an Award Fee period, the incurred cost shall be calculated using approved provisional billing rates as established by the cognizant Government auditor, in accordance with FAR 42.704. Approved provisional billing rates shall not be adjusted for the purpose of accumulating incurred costs and calculating the Award Fee Pool Allocation.

G.3.2 TOOLS AND ODCs

The contractor may invoice monthly on the basis of cost incurred for the Tools and ODC CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Spreadsheet submissions are required.

- a. Tools and/or ODCs purchased.
- b. RIP or Consent to Purchase (CTP) number/identifier.
- c. Date accepted by the Government.
- d. Associated CLIN.
- e. Project-to-date totals by CLIN.
- f. Cost incurred not billed by CLIN.
- g. Remaining balance of the CLIN.
- h. Any applicable Fee.

All cost presentations provided by the contractor shall also include any indirect costs being applied with associated cost center information.

G.3.3 TRAVEL

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

- a. Federal Travel Regulation (FTR) - prescribed by the GSA, for travel in the contiguous United States (U.S.).
- b. Joint Travel Regulations (JTR) Volume 2, Department of Defense (DoD) Civilian Personnel, Appendix A - prescribed by the DoD, for travel in Alaska, Hawaii, and outlying areas of the U.S.
- c. DSSR (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances for Foreign Areas" - prescribed by the DoS, for travel in areas not covered in the FTR or JTR.

The contractor may invoice monthly on the basis of cost incurred for cost of travel comparable with the JTR/FTR/DSSR. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. Separate worksheets, in MS Excel format, shall be submitted for travel.

SECTION G – CONTRACT ADMINISTRATION DATA

CLIN/Task Total Travel: This invoice information shall identify all cumulative travel costs billed by CLIN/Task. The current invoice period's travel details shall include separate columns and totals and include the following:

- a. TAR number or identifier, approver name, and approval date.
- b. Current invoice period.
- c. Names of persons traveling.
- d. Number of travel days.
- e. Dates of travel.
- f. Number of days per diem charged.
- g. Per Diem rate used.
- h. Total per diem charged.
- i. Transportation costs.
- j. Total charges.
- k. Explanation of variances exceeding ten percent of the approved versus actual costs.
- l. Indirect handling rate.

All cost presentations provided by the contractor shall also include OH charges and G&A charges in accordance with the contractor's Defense Contract Audit Agency (DCAA) cost disclosure statement.

G.4 TO CLOSEOUT

The Government will unilaterally close out the TO NLT six years after the end of the TO period of performance if the contractor does not provide final DCAA rates by that time.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

H.1 KEY PERSONNEL

The following are the minimum personnel who shall be designated as “Key.” The Government does not intend to dictate the composition of the ideal team to perform this TO.

- a. Program Manager (PM)
- b. Service Delivery Manager (SDM)
- c. Engineering and Implementation Manager (EIM)
- d. Digital Innovation and Transformation Manager (DITM)

The Government desires that Key Personnel be assigned for the duration of the TO. All experience shall be recent experience within the last five years, unless otherwise stated below.

H.1.1 PROGRAM MANAGER (PM)

The contractor shall identify a PM by name that shall provide management, direction, administration, QA, and leadership of the execution of this TO.

It is required that the PM has the following qualifications:

- a. A minimum of seven years of experience managing contracts or programs of similar size, scope, and complexity to the DIGIT TO.
- b. A minimum of five years of experience managing the delivery of ITIL and ITSM for projects of similar size, scope, and complexity to the DIGIT TO.
- c. Experience managing remote and geographically dispersed operations similar in scale to the GSA current environment.

It is desired that the PM has the following qualifications:

- a. Active Project Management Institute Program Management Professional (PMI-PgMP) certification.
- b. Completed one or more available modules toward the ITIL 4 Strategic Leader (ITIL 4 SL) certification.
- c. Experience with an organization’s shift, similar to the DIGIT TO, and supporting the coordination toward implementing and executing modern IT delivery methodologies (e.g., DevSecOps, Agile, AIOps).
- d. Experience managing the development and implementation of SLAs and performance metrics on a contract or program of similar size, scope, and complexity to the DIGIT TO.
- e. Experience managing a program in a CPAF environment.

H.1.2 SERVICE DELIVERY MANAGER (SDM)

The SDM shall be responsible for delivery and ownership of holistic customer service offerings. The SDM shall ensure that policies and processes are in place to deliver consistent, efficient, and effective services. The SDM shall be responsible for improving, optimizing, standardizing, and streamlining customer support processes that yield improvements to the customer experience. The SDM shall be responsible for leading large-scale IT service delivery with an emphasis on best practices to transition to easier-to-use, self-help formats of delivery that reduce the frequency and quantity of human interaction.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

It is required that the SDM has the following qualifications:

- a. A minimum of five years of technical experience managing, maturing, and modernizing IT service delivery for a contract or program of similar size, scope, and complexity to the DIGIT TO. This experience shall encompass support for remote and geographically dispersed users.
- b. Experience implementing SLAs and performance metrics on a contract of similar size, scope, and complexity.
- c. Experience promoting and institutionalizing the utilization of AI (e.g., virtual agents) to drive continuous improvement in business value and customer experience.

It is desirable that the SDM has the following qualifications:

- a. Completed one or more available modules toward the ITIL 4 SL certification.
- b. An Active Help Desk Institute Support Center Manager (HDI-SCM) certification.
- c. Experience implementing, managing, and modernizing self-help/self-heal for IT services.
- d. Experience with facilitating/coordinating cross-functional teams to develop, deliver, operationalize, document, and support solutions.
- e. Experience with developing and managing a customer-focused continuous improvement program.

H.1.3 ENGINEERING AND IMPLEMENTATION MANAGER

The Engineering and Implementation Manager is responsible for overseeing and managing all engineering projects and initiatives to ensure seamless integration of projects through the GSA IDT engineering pipeline. The Engineering and Implementation Manager shall be a change agent, define new ways of developing product and packaging solutions internally and externally, and help the organization become more effective and Agile.

It is required that the Engineering and Implementation Manager has the following qualifications:

- a. Experience managing engineering and operations personnel supporting a similar technical environment and overseeing the execution of projects similar size, scope, and complexity to the DIGIT TO.
- b. A certified ITIL 4 Specialist High-Velocity IT.

It is desired that the Engineering and Implementation Manager has the following qualifications:

- a. An active Project Management Institute Agile Certified Practitioner (PMI-ACP) certification.
- b. A professional-level cloud certification in at least one of the following cloud service providers: Google Cloud Platform (GCP), Amazon Web Services (AWS), or MS Azure.
- c. Experience managing a transition of systems/applications into a cloud environment.
- d. A minimum of five years of experience managing Agile and DevOps projects.
- e. Experience implementing technical and process changes in a highly complex infrastructure environment similar to the GSA environment.
- f. Experience managing cross-functional teams and collaborating with internal and external stakeholders (e.g., architects, operations personnel) to gather service requirements in support of design and delivery of service capabilities.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

H.1.4 DIGITAL INNOVATION AND TRANSFORMATION MANAGER (DITM)

The DITM is responsible for translating agency needs into actionable innovation opportunities and proactively identifying, analyzing, and leading implementation of new technology and processes. The DITM is responsible for working with multi-disciplinary teams to identify, assess, scale, and optimize solutions to meet GSA IDT and TO goals and objectives. The DITM is responsible for delivering impactful innovation services that appropriately pair the right approaches and methods with project size to achieve high-quality outcomes at reasonable cost. The DITM is responsible for continuous improvement and reporting on the impacts of innovation on customer experience.

It is required that the DITM has the following qualifications:

- a. Experience facilitating and successfully implementing digital innovation and transformational changes in organizations similar to GSA.
- b. An ITIL 4 Foundation certification.

It is desired that the DITM has the following qualifications:

- a. Experience leading successful improvement projects in an Agile environment for organizations similar in size to GSA.
- b. A minimum of three years of experience analyzing customer requirements and providing assistance with requirements development similar in size, scope, and complexity to those described in the PWS.
- c. Experience delivering emergent technologies to complex business solutions for stakeholders from multiple disciplines.

H.1.5 KEY PERSONNEL SUBSTITUTION

The contractor shall not replace any personnel designated as Key Personnel without the written concurrence of the FEDSIM CO. Prior to utilizing other than the Key Personnel specified in its proposal in response to the TOR, the contractor shall notify the FEDSIM CO and the FEDSIM COR. This notification shall be NLT ten calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on TO performance.

Substitute Key Personnel qualifications shall be equal to, or greater than, those of the Key Personnel substituted (see Section J, Attachment Y). If the FEDSIM CO and the FEDSIM COR determine that a proposed substitute Key Personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the TO, the contractor may be subject to default action as prescribed by FAR 52.249-6 Termination. All substitute personnel must be oriented and trained for TO performance at the contractor's expense.

H.2 OTHER CERTIFICATIONS

The Government reserves the right to request a list of personnel with corresponding certifications and additional information to validate personnel certifications. The Contractor shall refresh the technical skills of its staff at its own expense as the GSA IT environment evolves. Training and associated travel costs shall not be directly charged to the Government unless specified in writing and approved by the FEDSIM CO, FEDSIM COR, and the GSA IDT TPOC.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

H.2.1 GOOGLE CLOUD PROFESSIONAL COLLABORATION ENGINEER CERTIFICATION

It is required that all personnel assigned to support requirements in Sections C.5.6.2.5, Mobile Device Management, and C.5.6.2.6, Electronic Communications and Collaboration Services, shall have the Google Cloud Professional Collaboration Engineer certification as described in <https://cloud.google.com/certification/collaboration-engineer>.

H.2.2 ITIL 4 CERTIFICATION

The following Key Personnel are required to obtain the ITIL 4 SL certification NLT six month after TO award:

- a. PM
- b. SDM

In general, all personnel assigned to the TO shall have a working knowledge of ITIL 4. The Government desires that all personnel obtain, at a minimum, the ITIL 4 Foundation Level Certification.

H.2.3 INTERNATIONAL ORGANIZATION FOR STANDARDIZATION (ISO) AND INTERNATIONAL ELECTROTECHNICAL COMMISSION (IEC) CERTIFICATIONS

The contractor shall provide high quality services demonstrable of industry leading best practices and industry recognized standards. Therefore, the Government desires the prime contractor to possess the following ISO and ISO/IEC industry certifications:

- a. ISO 9001: 2015 Quality Management
- b. ISO/IEC 20000-1: 2018 IT Service Management
- c. ISO/IEC 27001: 2013 IT Information Security Management

H.3 GOVERNMENT-FURNISHED PROPERTY (GFP)

GFP provided will change throughout the life of the TO. Initially, the Government envisions furnishing the contractor with the following equipment:

- a. Work space for required onsite support, as necessary, with at least a touchdown space and one laptop with softphone application for individuals assigned full time to a GSA facility. In addition, onsite performance will include containers for document storage and access to network multifunction printers.
- b. Laptop computers and mobile devices (smart phones), as needed. **Note: the Government does not provision peripheral equipment (e.g., docking stations, monitors, headsets, keyboards, mice, printers, etc.) for contractor personnel working in contractor-provided facilities or personnel working from home.**
- c. Passwords and access cards and/or tokens (upon completion of security requirements) to systems and devices required for performance of the work.
- d. For contractor personnel not located in Government space, GSA will provide remote access to the GSA network.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

- e. The Government will provide the ITSM system, a GSA IT Service Desk email account, and Service Desk toll-free numbers (if applicable).

In addition, a list of GFP will be discussed and agreed upon during the transition-in period. Loss or damage of any GFP shall be reported to the GSA IDT TPOC and FEDSIM COR within the timelines specified in accordance with GSA policies and procedures. The contractor shall comply with requirements of FAR 52.245-1 and safeguard all Government equipment and property provided for contractor use. The contractor shall provide a property management plan (Section F, Deliverable 60) in accordance with FAR 52.245-1.

Any stolen GSA-issued property shall be promptly reported. The contractor shall file a report if there is suspected theft of GSA-issued property (e.g., computers, tablets, mobile phones, laptops, credit cards, ID cards, key cards, etc.).

H.4 GOVERNMENT-FURNISHED INFORMATION (GFI)

The Government will furnish the contractor with the documentation available for existing hardware and software in use as part of GSA's operations (e.g., Service Now). In addition, detailed descriptions of GSA's current IT platforms, customers, locations, and other technical information needed to perform the TO will be provided during the transition-in period. The contractor shall have access to the GSA network and all information, resources, and data. Use of GFI for other than Government work is strictly prohibited.

H.5 SECURITY REQUIREMENTS

Contractors entering into an agreement for IT services and products with GSA and/or its Federal customers shall be contractually subject to all GSA and Federal IT Security standards, policies, and reporting requirements. GSA will provide security for the information and information systems that support the operations and assets of the agency, including those provided or managed by another agency, contractor, or other source.

The contractor shall insert the TO security considerations in all subcontracts when the subcontractor is required to have physical access to a Federally-controlled facility or access to a Federal information system.

Termination of any employee with access to GSA IT systems shall be reported to GSA within 60 minutes. The contractor is responsible for revoking all access to GSA systems within 60 minutes of employee (prime or sub-contractor) termination.

H.5.1 INFORMATION ASSURANCE

The contractor may have access to sensitive (including privileged and confidential) data, information, and materials of the U.S. Government. These printed and electronic documents are for internal use only and remain the sole property of the U.S. Government. Some of these materials are protected by the Privacy Act of 1974 (Amended) and Title 38. Unauthorized disclosure of Privacy Act or Title 38 covered materials is a criminal offense.

H.5.1.1 GSA IT SECURITY REQUIREMENTS

The contractor shall deliver an IT Security Plan (**Section F, Deliverable 53**) within 30 calendar days of award that describes the processes and procedures that will be followed to ensure appropriate security of IT resources that are developed, processed, or used under this order. The

SECTION H – SPECIAL CONTRACT REQUIREMENTS

IT Security Plan shall comply with applicable Federal laws including, but not limited to, 40 U.S.C. 11331, the FISMA of 2002, and the E-Government Act of 2002. The IT Security Plan shall meet IT security requirements in accordance with Federal and GSA policies and procedures, including GSA Acquisition Regulation (GSAR) clause 552.239-71. The contractor shall submit written proof of IT security authorization (**Section F, Deliverable 54**) six months after award, and verify that the IT Security Plan remains valid annually.

The contractor shall comply with all applicable Federal laws and regulations, Federal Information Processing Standards (FIPS), and GSA directives and policies.

H.5.1.2 SAFEGUARDING SENSITIVE DATA AND IT RESOURCES

In accordance with FAR 39.106, this section is included in this TO. This section applies to all users of sensitive data and IT resources, including awardees, contractors, subcontractors, lessors, suppliers, and manufacturers. GSA's Procedural Guides are updated frequently; the contractor shall be responsible for complying with the most recent version. The most recent versions of publicly available procedural guides are available on GSA.gov. If seeking access to a non-publicly available guide, contact the FEDSIM CO; the FEDSIM CO will coordinate with the GSA Office of the CISO to determine if it can be made available.

The following GSA policies (or most current version) are valid at TOA and shall be followed. The policies can be found at: <http://www.gsa.gov/directives>

- a. CIO OAS P 1820.1 GSA Records Management Program
- b. CIO 2100.1L CHGE 1 GSA IT Security Policy
- c. CIO P 2100.2B GSA Wireless LAN Security
- d. CIO 2100.3-C Mandatory IT Security Training Requirement for Agency and Contractor Employees with Significant Security Responsibilities
- e. CIO 2103.1 Controlled Unclassified Information (CUI) Policy
- f. CIO 2104.1B GSA IT General Rules of Behavior
- g. CIO CHGE 1 2105.1D GSA Section 508: Managing Information and Communications Technology (ICT) for Individuals with Disabilities
- h. CIO 2106.2 GSA Social Media Policy
- i. CIO 2107.1 Implementation of the Online Resource Reservation Software
- j. CIO 2108.2 Software License Management
- k. CIO CHGE 2 2160.2B GSA Electronic Messaging and Related Services
- l. CIO 2160.4A Provisioning of IT Devices
- m. CIO 2162.2 GSA Digital Signature Policy
- n. CIO P 2165.2 GSA Telecommunications Policy
- o. CIO 2180.2 GSA Rules of Behavior for Handling Personally Identifiable Information (PII)
- p. CIO 2182.2 Mandatory Use of Personal Identity Verification (PIV) Credentials
- q. CIO 1878.3 Developing and Maintaining Privacy Threshold Assessments, Privacy Impact Assessments, Privacy Act Notices, and System of Records Notices
- r. CIO 1878.1 GSA Privacy Act Program
- s. CIO 9297.1 GSA Data Release Policy

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- t. CIO CHGE 1 9297.2C GSA Information Breach Notification Policy
- u. ADM P 9732.1E Personnel Security and Suitability Program Handbook

This section shall be inserted in all subcontracts.

H.5.1.3 SENSITIVE INFORMATION STORAGE

Sensitive data and/or equipment will only be disclosed to authorized personnel on a need-to-know basis. The contractor shall ensure that appropriate administrative, technical, and physical safeguards are established to ensure the security and confidentiality of this information, data, and/or equipment is properly protected. When no longer required, this information, data, and/or equipment shall be returned to Government control, destroyed, or held until otherwise directed. The contractor's procedures shall be consistent with Government and GSA policies, including GSA Order 2100.1, IT Security Policy (or most current version), Office of Management and Budget (OMB) Memorandums and Circulars, FISMA, the Computer Security Act of 1987, and the Privacy Act.

The disposition of all data will be at the written direction of the FEDSIM COR; this may include documents returned to Government control, destroyed, or held as specified until otherwise directed. Items returned to the Government shall be hand carried or sent by certified mail to the FEDSIM COR.

H.5.2 SECURITY CLEARANCES

In general, all necessary facility and employee security clearances shall be at the expense of the contractor. The contractor shall comply with all security requirements. Additional requirements are provided in DD 254 (**Section J, Attachment J**).

Positions whose duties require contractors to work with classified national security information (Top Secret, Secret, or Confidential) are national security positions. GSA separates the risk levels for national security positions into four categories. The criteria for determining which risk level a particular position falls into is provided in GSA Order ADM 9732.1E (or the most current version) – Suitability and Personnel Security, and GSA Order CIO P 2181 (or the most current version) – Homeland Security Presidential Directive-12 (HSPD-12) Personal Identity Verification and Credentialing Handbook.

The national security position sensitivity and risk level commensurate with the required level of access for several IT positions is determined Level 3 Critical Sensitive and requires a Top Secret (TS) clearance with T5/T5R investigation. GSA requires the contractor provide a minimum of two Deskside Services personnel (C.5.2.2 SUBTASK 2) and may require the contractor provide a minimum of two Network Services personnel in the Washington, D.C. area that are U.S. Citizens and possess a final TS with Sensitive Compartmented Information (SCI) based on an T5/T5R investigation completed within the last five years (in-scope). The clearance must be fully adjudicated at the TS level and must have an indication of “determined eligibility of Top Secret” in the Joint Personnel Adjudication System (JPAS). Personnel Security Clearances (PCLs) must be verifiable in JPAS.

H.5.2.1 CONTRACTOR PERSONNEL HSPD-12 SUITABILITY DETERMINATIONS

The contractor will require access to Government buildings, sensitive information and/or access to Government information systems. All contractor personnel must successfully complete, at a

SECTION H – SPECIAL CONTRACT REQUIREMENTS

minimum, a public trust background investigation in accordance with HSPD-12, OMB guidance M-05-24, M-11-11 and as specified in GSA CIO Order 2100.1 and GSA Directive 9732.1 Suitability and Personnel Security for background investigations to provide services under this TO. The required background investigations for simple administrative (low risk) personnel shall be a minimum of a Tier 1 background investigation; and for technical staff, personnel who handle Personal Identifiable Information (PII), Government-sensitive information (not available to the public) or acquisition-sensitive information shall complete a Tier 2 (T2S) background investigation or higher depending upon their access and control over the information or systems.

All contractor personnel must meet the following U.S. citizenship or residency requirements based on the assigned position risk level:

- a. Low Risk - shall be a U.S. citizen or Lawful Permanent Resident (LPR).
- b. Moderate Risk - shall be a U.S. citizen or LPR with at least three consecutive years of U.S. residency, from the date of legal entry, as an LPR.
- c. High Risk - shall be a U.S. citizen.

The contractor shall coordinate all requests for investigations with the FEDSIM COR and GSA IDT TPOC or other designated Government POC to ensure that each request meets the criteria for determining the position sensitivity risk designation.

All contractor personnel must receive a favorable preliminary EOD determination prior to beginning work on this TO and prior to receiving a GSA access card and initial access to GSA information systems. Contractor personnel must receive a favorable final fitness determination prior to obtaining privileged IT access. If the results of a background investigation are not favorable, all access shall be terminated. Background investigation documentation, guidance, and procedures will be provided by the FEDSIM COR and GSA IDT TPOC.

The contractor, when notified of an unfavorable final fitness determination on a contractor employee, as determined by the Government, shall immediately remove the contract employee from the TO and revoke all access to GSA facilities and IT systems. All credentials and access cards that were issued to the individual must be returned to the respective regional Office of Mission Assurance (OMA).

The contractor shall be responsible for managing its workforce to ensure that sufficient contract personnel who meet all suitability requirements are available to perform the duties required under this TO. New or replacement contract personnel must have previously received a favorable suitability determination in sufficient time to perform work on-site at GSA facilities and obtain full access to GSA IT systems.

The contractor shall be responsible for all travel and labor costs associated with fingerprinting to meet background investigation requirements and GSA access card enrollment and activation to meet HSPD-12 requirements. Travel costs may include mileage, vehicle rental or other modes of transportation, per diem, and lodging.

The contractor shall ensure that roles and privileges granted to contractor personnel on GSA IT systems are commensurate with the roles, privileges, and information access essential to that individual's performance of his/her assignments. These roles and privileges can be limited or revoked by the Government.

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Failure to comply with the contractor personnel security investigative requirements may result in termination of the contract for default.

H.5.2.2 SECURITY REPORTS

The contractor shall submit a monthly Contractor Access List (**Section F, Deliverable 55**). The Contractor Access List shall provide the following information:

- a. Contract Employee Name.
- b. Contractor Company Name.
- c. GSA Email Address (or other).
- d. Task Area and Job Function.
- e. FISMA System(s) Supported.
- f. Physical Place of Performance (region/city/state).
- g. Facility (contractor, Government, work-at-home).
- h. EOD.
- i. Adjudication Status.
- j. Adjudication Date.
- k. Transfer/Termination Dates.

Refer to **Section J, Attachment I** for the FISMA Contractor Access List Template.

H.6 SECURITY AND PRIVACY AWARENESS TRAINING

GSA policy requires contractors to receive security training commensurate with their responsibilities for performing work under the terms and conditions of their contractual agreements. The contractor shall ensure that all contractor personnel performing on this TO comply with the training requirements set forth in the following GSA IT policies and procedures:

- a. CIO 2100.3-C Mandatory IT Security Training Requirement for Agency and Contractor Employees with Significant Security Responsibilities
- b. GSA IT Security Procedural Guide, CIO-IT Security 05-29: IT Security Awareness and Role Based Training Program

H.7 ORGANIZATIONAL CONFLICT OF INTEREST AND NON-DISCLOSURE REQUIREMENTS

H.7.1 ORGANIZATIONAL CONFLICT OF INTEREST (OCI)

If a contractor has performed, is currently performing work, or anticipates performing work that creates or represents an actual or potential OCI, the contractor shall immediately disclose this actual or potential OCI to the FEDSIM CO in accordance with FAR Subpart 9.5. The nature of the OCI may involve the prime contractor, subcontractors of any tier, or teaming partners.

H.7.2 NON-DISCLOSURE REQUIREMENTS

If the contractor acts on behalf of, or provides advice with respect to any phase of an agency procurement, as defined in FAR 3.104-4, then the contractor shall execute and submit a

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Corporate Non-Disclosure Agreement (NDA) Form (**Section J, Attachment L**) and ensure that all its personnel (including subcontractors, teaming partners, and consultants) who will be personally and substantially involved in the performance of the TO:

- a. Are instructed in the FAR 3.104 requirements for disclosure, protection, and marking of contractor bid or proposal information, or source selection information.
- b. Are instructed in FAR Part 9 for third-party disclosures when acting in an advisory capacity.

All proposed replacement contractor personnel shall also be instructed in the requirements of FAR 3.104. Any information provided by contractors in the performance of this TO or obtained from the Government is only to be used in the performance of the TO. The contractor shall put in place appropriate procedures for the protection of such information and shall be liable to the Government for any misuse or unauthorized disclosure of such information by its personnel, as defined above.

Contractor personnel (including subcontractors, teaming partners, and consultants) performing under this TO may be required to provide a signed (as directed by the FEDSIM COR) NDA to the FEDSIM COR.

The contractor may have access to sensitive data, proprietary, or confidential business information of other companies or the Government in the course of performing official duties on this contract. All information that is (a) obtained related to or derived from this TO, and (b) results from or is derived from any actual tasks assigned to contractor personnel while participating on this TO is considered proprietary.

The contractor and its personnel shall not use vendor proprietary information except as necessary to perform this TO, and shall agree not to disclose such information to third parties, including any employee of the contractor/subcontractor who has not executed the NDA, or use such information in any manner inconsistent with the purpose for which it was obtained. Anyone failing to comply with the agreement may be subject to disciplinary action or termination of employment by the contractor or subcontractor, and possible administrative, civil, or criminal penalties.

H.7.2.1 CONFIDENTIALITY REQUIREMENTS

Contractor personnel (including subcontractors, teaming partners, and consultants) working on any of the tasks identified in Section C of the TO, may at the Government request, be required to provide a conflict of interest disclosure to guarantee the protection and integrity of the Government information and documents. Additionally, any information made available to the contractor by the Government shall be used only for the purpose of carrying out the requirements of this contract and shall not be divulged or made known in any manner to any persons except as may be necessary in the performance of the TO. In performance of this TO, the contractor assumes responsibility for protection of the confidentiality of Government records and shall ensure that all work performed by its subcontractors shall be under the supervision of the contractor or the contractor's responsible employees. Each officer or employee of the contractor or any of its subcontractors to whom any Government record may be made available or disclosed, shall be notified in writing by the contractor that information disclosed to such officer or employee can be used only for that purpose and to the extent authorized herein. Further

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disclosure of any such information, by any means, for a purpose or to an extent unauthorized herein, may subject the offender to criminal sanctions imposed by 18 U.S.C. §§ 1030.

H.8 SECTION 508 COMPLIANCE REQUIREMENTS

Unless the Government invokes an exemption, all Electronic and IT (EIT) products and services proposed shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, 29 U.S.C. 794d, and the Architectural and Transportation Barriers Compliance Board's EIT Accessibility Standards at 36 Code of Federal Regulations (CFR) 1194. The contractor shall identify all EIT products and services provided, identify the technical standards applicable to all products and services provided, and state the degree of compliance with the applicable standards. Additionally, the contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., vendor's or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning at TOA.

H.9 ADEQUATE COST ACCOUNTING SYSTEM

The adequacy of the contractor's accounting system and its associated internal control system, as well as contractor compliance with the Cost Accounting Standards (CAS), affect the quality and validity of the contractor data upon which the Government must rely for its management oversight of the contractor and Contract performance. The contractor's cost accounting system shall be adequate during the entire period of performance and shall permit timely development of all necessary cost data in the form required by the Contract.

H.10 APPROVED PURCHASING SYSTEM

The objective of a contractor purchasing system assessment is to confirm it is a Government-approved purchasing system and evaluate the efficiency and effectiveness with which the contractor spends Government funds and complies with Government policy with subcontracting. A Government-audited and approved purchasing system (e.g., approved by DCAA or Defense Contract Management Agency (DCMA)) is mandatory.

When reviews are conducted of the purchasing system during the performance of the TO, the contractor shall provide the results of the review to the FEDSIM CO within ten workdays from the date the results are known to the contractor.

H.11 CYBER-SUPPLY CHAIN RISK MANAGEMENT (SCRM) REPORTING

To combat national security and intellectual property threats, the U.S. government enacted several laws, policies, and regulations to establish prohibited acquisition sources. The GSAM Subpart 504.70 provides guidance on mitigating supply chain risks. GSA has implemented a Vendor Risk Management Program (VRMP), as part of the continued support for cybersecurity and supply chain management and risk mitigation. The contractor shall support supply chain protections as defined in GSAM and National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53 R4 or the latest publication.

The contractor shall develop and maintain a SCRM plan (Section F, Deliverable 23), which describes the contractor's approach to SCRM and approach to reducing and mitigating supply chain risks. Reference the SCRM Plan and Questionnaire in Section J, Attachment R and

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Attachment V for additional information. Updates shall be submitted on an annual basis to the FEDSIM CO, FEDSIM COR, and GSA IDT TPOC. All information included will be treated as CUI pursuant to Executive Order 13556, shared only with Government agencies, and used solely for the purposes of mission essential risk management. The contractor shall submit the SCRM Questionnaire (Section F, Deliverable 29) to the FEDSIM COR and GSA IDT TPOC, as required.

The prime contractor, subcontractors, and other suppliers under the DIGIT TO will be subject to continuous monitoring of contractor supply chain risks post award by the VRMP. Monitoring factors include, but not limited to: Risk of foreign ownership, control or influence; Cyber risk; Miscellaneous factors which would impact the company's vulnerability, such as financial performance. All supplier information as well as information that the government gains from any other source pertaining to the DIGIT TO will be assessed by the VRMP to determine whether the supplier(s) provide an unacceptable or acceptable level of risk, and if corrective actions are required in accordance with GSA policies and procedures.

H.12 TRAVEL

The contractor may be required to travel to both CONUS and OCONUS locations.

H.12.1 TRAVEL REGULATIONS

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

- a. FTR - prescribed by the GSA, for travel in the contiguous U.S.
- b. JTR, Volume 2, DoD Civilian Personnel, Appendix A - prescribed by the DoD, for travel in Alaska, Hawaii, and outlying areas of the U.S.
- c. DSSR (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances for Foreign Areas" - prescribed by the DoS, for travel in areas not covered in the FTR or JTR.

H.12.2 TRAVEL AUTHORIZATION REQUESTS (TAR)

Before undertaking long-distance travel to any Government site or any other site in performance of this TO, the contractor shall have this long-distance travel approved by, and coordinated with, the FEDSIM COR. Notification shall include, at a minimum, the number of persons in the party, traveler name, destination, duration of stay, purpose, and estimated cost. Prior to any long-distance travel, the contractor shall prepare a TAR (**Section J, Attachment M**) for Government review and approval. Long-distance travel will be reimbursed for cost of travel comparable with the FTR, JTR and DSSR as applicable.

Requests for long-distance travel approval shall:

- a. Be prepared in a legible manner.
- b. Include a description of the travel proposed including a statement as to purpose.
- c. Be summarized by the traveler.
- d. Identify the TO number.
- e. Identify the CLIN associated with the travel.
- f. Be submitted in advance of the travel with sufficient time to permit review and approval.

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The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Long-distance travel shall be scheduled during normal duty hours whenever possible.

H.13 TOOLS AND/OR ODCs

The Government may require the contractor to purchase hardware, software, and related supplies critical and related to the services being acquired under the TO. Such requirements will be identified at the time a TOR is issued or may be identified during the course of a TO by the Government or the contractor. If the contractor initiates a purchase within the scope of this TO and the prime contractor has an approved purchasing system, the contractor shall submit to the FEDSIM COR a RIP (**Section J, Attachment N**). If the prime contractor is to lose an approved purchasing system, the contractor shall submit to the FEDSIM CO a CTP (**Section J, Attachment O**). The RIP and CTP shall:

- a. Be prepared in a legible manner.
- b. Include the purpose of the purchase.
- c. Specify the items being purchased.
- d. Show the estimated cost of the purchase.
- e. Include a cost comparison.
- f. Show the rationale behind the purchase.

The contractor shall not make any purchases without an approved RIP from the FEDSIM COR or an approved CTP from the FEDSIM CO and without complying with the requirements of Section H.14.2.

The contractor shall provide and maintain all of the required documentation; specifically, the contractor shall provide and maintain copies of all Purchase Orders, Purchase Requests, Subcontracts, Professional Services, and Maintenance and License Agreements (**Section F, Deliverable 33**). The contractor shall ensure that proof of entitlements, warranties, and other artifacts are registered in GSA's name and maintained in accordance with the agreements.

H.14 COMMERCIAL SUPPLIER AGREEMENTS

H.14.1 The Government understands that commercial software tools that may be purchased in furtherance of this TO as described in Section C.5 and as contemplated in the Tools and ODC CLINs in Section B.4 may be subject to commercial agreements which may take a variety of forms, including without limitation licensing agreements, terms of service, maintenance agreements, and the like, whether existing in hard copy or in an electronic or online format such as "clickwrap" or "browsewrap" (collectively, "Supplier Agreements"). For purposes of this TO, the Supplier Agreements are "collateral agreements" within the meaning of the FAR clause at 52.227-14.

H.14.2 The contractor shall ensure that any proposed Supplier Agreements allow the associated software and services to be used as necessary to achieve the objectives of this TO. The contractor shall provide all applicable Supplier Agreements to the FEDSIM CO prior to purchase and shall cooperate with the Government, including negotiations with the licensor as appropriate, to ensure compliance with this Section. Without limiting the generality of the foregoing, a compliant Supplier Agreement shall permit all of the following at no extra charge to the Government: (a)

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access and use by support contractors, including a successor contractor upon termination or expiration of this TO; (b) transfer to a different data center and/or a successor contractor's cloud; and (c) the creation of derivative works that shall be subject to at least the same rights as set forth in subparagraphs (a) and (b) above. The above rights constitute "other rights and limitations" as contemplated in subparagraph (d) of the FAR clause at 52.227-14, Rights In Data – General (May 2014), Alternate III (Dec 2007).

H.15 PRESS/NEWS RELEASE

The contractor shall not make any press/news release pertaining to this procurement without prior Government approval and only in coordination with the FEDSIM CO.

H.16 INTELLECTUAL PROPERTY RIGHTS

The existence of any patent, patent application, or other intellectual property right that encumbers any deliverable must be disclosed in writing on the cover letter that accompanies the delivery. If no such disclosures are provided, the data rights provisions in FAR 52.227-14 apply.

H.17 AWARD FEE AND AWARD TERM

See the AFDP in Section J, Attachment D and the ATDP in Section J, Attachment P.

H.18 CONTRACTOR IDENTIFICATION

As stated in 48 CFR 211.106, Purchase Descriptions for Service Contracts, contractor personnel shall identify themselves as contractor personnel by introducing themselves or being introduced as contractor personnel and by displaying distinguishing badges or other visible identification for meetings with Government personnel. Contractor personnel shall appropriately identify themselves as contractor employees in telephone conversations and in formal and informal written correspondence.

H.19 STATUS OF FORCES AGREEMENTS (SOFA)

In consultation with the servicing legal advisor, the GSA IDT TPOC and/or FEDSIM COR will inform the contractor of the existence of all relevant Status of Forces Agreements (SOFAs) and other similar documents, and provide copies upon request. The contractor shall be responsible for obtaining all necessary legal advice concerning the content, meaning, application, etc. of any applicable SOFAs, and similar agreements. The contractor shall adhere to all relevant provisions of the applicable SOFAs and other similar related agreements.

Invited Contractor and Technical Representative (TR) status shall be governed by the various SOFA implemented by U.S. Forces in a variety of theaters (e.g., South Korea, Italy, Germany, etc.). The contractor shall coordinate with the Government to satisfy all requirements by the governing regulations for the specified theater. The contractor shall do the initial research into the requirements and inform the Government as to what the requirements are to travel into theater. It is agreed that the withdrawal of Invited Contractor or TR status, or the withdrawal of, or failure to provide any of the privileges associated therewith by the U.S., shall not constitute grounds for excusable delay by the contractor in the performance of the TO and will not justify or excuse the contractor defaulting in the performance of this TO. Furthermore, withdrawal of

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SOFA status for any reason shall not serve as a basis for the contractor filing any claims against the U.S.

The contractor is responsible for obtaining all passports, visas, or other documents necessary to enter and/or exit any area(s) identified by the TO and GSA IDT TPOC for contractor employees. All contractor employees shall be subject to the customs processing procedures, laws, agreements, and duties of the country in which they are deploying to and the procedures, laws, and duties of the U.S. upon re-entry. The contractor is required to register all personnel with the appropriate U.S. Embassy or Consulate.

Europe Operations Constraint: The Government will not provide Status of Forces Agreement (SOFA) sponsorship.

For contractor support in Japan, and Korea, at the discretion of the Military Theater Commander, the Government may provide, but is not limited to, use of the following:

- a. Military or other U.S. Government Clubs, exchanges, or other non-appropriated fund organizations.
- b. Military or other U.S. Government commissary stores.
- c. Military or other U.S. Government postal facilities.
- d. Utilities and services in accordance with priorities, rates, or tariffs established by military or other U.S. Government agencies.
- e. Military Payment Certificate, where applicable.
- f. Military or other U.S. Government banking facilities.
- g. Military or other U.S. Government provided telephones, lines, and services with direct dialing capability and access to the Defense Switched Network (formerly AUTOVON).

H.19.2 JAPAN SOFA REQUIREMENTS

The SOFA between the U.S. and Japan governs the rights and obligations of the U.S. Armed Forces in Japan. Unless the contractor is present in Japan solely to perform under a contract or TO with the U.S. for the sole benefit of the U.S. armed forces in Japan and is accorded privileges under SOFA Article XIV, it and its employees shall be subject to all the laws and regulations of Japan. Certain contractor employees and their dependents not accorded privileges under SOFA Article XIV may be accorded status under SOFA Article I (b). SOFA Article XIV status will not be offered to any contractor employees under this TO. If otherwise eligible, employees of contractor and their dependents may obtain SOFA Article 1(b) status. The contractor shall comply with the instruction of the COR and CO concerning the entry of its employees, equipment, and supplies into Japan, and shall comply with all applicable Japanese laws and regulations as well U.S. Forces Japan (USFJ) and USFJ component policies and regulations during the performance of the TO.

H.19.3 GERMANY “BACO-90” REQUIREMENTS

- a. “BACO-90” allows the contractor employee to work in a Temporary Duty (TDY) status for periods not to exceed 90 days in any 12-month period starting with the first day of entry into Germany/Schengen Zone and ending with the date of exit. Once 90 days are exhausted, the contractor employee has to exit the Schengen Zone.

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- b. “BACO-90” does not authorize logistical support nor North Atlantic Treaty Organization (NATO) SOFA privileges (e.g., PX, commissary, fuel rations, etc.).
- c. A “BACO-90” is initiated by the contractor (the company, usually HR), scanned, and emailed to the Bundesagentur für Arbeit (BA) in Stuttgart.

H.20 SMALL BUSINESS UTILIZATION

The contractor shall report the percentage of subcontracted dollars allocated for small business subcontract support. The contractor shall submit a Small Business Utilization Report with this information (**Section F, Deliverable 57**).

H.20.1 GOALS FOR SMALL BUSINESS SUBCONTRACTING

The Government is committed to ensuring that small, Historically Underutilized Business Zones (HUBZone), small disadvantaged, women-owned, veteran-owned, and service-disabled veteran-owned small business concerns are provided maximum practicable opportunity to participate as subcontractors under the resulting TO. The suggested subcontracting goals for small business, for the lifetime of the TO, are in line with the Alliant 2 Master Contract’s Small Business subcontracting goals, stated as follows:

Category	% of Subcontracted Dollars
Total Small Business	50%
Small Disadvantaged Business	6%
Woman-owned Small Business	6%
HUBZone Small Business	3%
Veteran-owned Small Business	3%
Service-disabled Veteran-owned Small Business	3%

SECTION I – CONTRACT CLAUSES

I.1 TO CLAUSES

All applicable and required clauses set forth in FAR 52.301 automatically flow down to all Alliant 2 TOs, based on their specific contract type (e.g., cost, fixed-price, etc.), PWS, competition requirements, commercial or not commercial, and dollar value as of the date the TO solicitation is issued.

I.2 FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This TO incorporates one or more clauses by reference with the same force and effect as if they were given in full text. Upon request, the FEDSIM CO will make their full text available. Also, the full text of a clause may be accessed electronically at the FAR website:

<http://www.acquisition.gov/far/>

FAR	TITLE	DATE
52.203-13	Contractor Code of Business Ethics and Conduct	OCT 2015
52.203-14	Display of Hotline Poster(s) https://www.gsaig.gov/sites/default/files/GSA_OIG_Fraud_Hotline_Poster.pdf	OCT 2015
52.203-17	Contractor Employee Whistleblower Rights and Requirement to Inform Employees of Whistleblower Rights	APR 2014
52.204-2	Security Requirements	AUG 1996
52.204-9	Personal Identity Verification of Contractor Personnel	JAN 2011
52.204-10	Reporting Executive Compensation and First-Tier Subcontract Awards	OCT 2018
52.204-13	System for Award Management Maintenance	OCT 2018
52.204-14	Service Contract Reporting Requirements	OCT 2016
52.204-21	Basic Safeguarding of Covered Contractor Information Systems	JUN 2016
52.204-23	Prohibition on Contracting for Hardware, Software, and Services Developed or Provided by Kaspersky Lab and Other Covered Entities	JUL 2018
52.212-4	Contract Terms and Conditions - Commercial Items	OCT 2018
52.215-21	Requirements for Certified Cost or Pricing Data and Data Other than Certified Cost or Pricing Data—Modifications	OCT 2010
52.215-23	Limitations on Pass-Through Charges	JUN 2020
52.216-7	Allowable Cost and Payment Fill-in: 30 days	AUG 2018
52.219-8	Utilization of Small Business Concerns	OCT 2018
52.222-2	Payment for Overtime Premiums Fill-in: \$0	JUL 1990
52.222-41	Service Contract Labor Standards	AUG 2018

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FAR	TITLE	DATE
52.222-42	Statement of Equivalent Rate for Federal Hires	MAY 2014
52.223-13	Acquisition of EPEAT Registered Imaging Equipment	JUN 2014
52.223-15	Energy Efficiency in Energy Consuming Products	MAY 2020
52.223-16	Acquisition of EPEAT®-Registered Personal Computer Products	OCT 2015
52.224-1	Privacy Act Notification	APR 1984
52.224-2	Privacy Act	APR 1984
52.225-13	Restrictions on Certain Foreign Purchases	JUN 2008
52.225-25	Prohibition on Contracting With Entities Engaging in Certain Activities or Transactions Relating to Iran—Representations and Certifications	AUG 2018
52.227-14	Rights in Data – General	MAY 2014
52.227-14	Rights In Data –Alternate II	DEC 2007
52.227-14	Rights In Data –Alternate III	DEC 2007
52.227-15	Representation of Limited Rights Data and Restricted Computer Software	DEC 2007
52.228-3	Workers’ Compensation Insurance (Defense Base Act)	JUL 2014
52.232-18	Availability of Funds	APR 1984
52.232-20	Limitation of Cost	APR 1984
52.232-22	Limitation of Funds	APR 1984
52.232-40	Providing Accelerated Payments to Small Business Subcontractors	DEC 2013
52.237-3	Continuity of Services	JAN 1991
52.239-1	Privacy or Security Safeguards	AUG 1996
52.244-6	Subcontracts for Commercial Items	AUG 2019
52.245-1	Government Property	JAN 2017
52.246-5	Inspection of Services—Cost-Reimbursement	APR 1984
52.246-11	Higher-Level Contract Quality Requirement	DEC 2014
52.246-25	Limitation of Liability – Services	FEB 1997
52.247-67	Submission of Transportation Documents for Audit Fill-in: COR, see Section G	FEB 2006
52.249-6	Termination (Cost-Reimbursement)	MAY 2004
52.249-14	Excusable Delays	APR 1984
52.251-1	Government Supply Sources	APR 2012

SECTION I – CONTRACT CLAUSES

I.2.1 FAR CLAUSES INCORPORATED BY FULL TEXT

FAR 52.204-25 PROHIBITION ON CONTRACTING FOR CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT (AUG 2020)

(a) *Definitions.* As used in this clause—

Backhaul means intermediate links between the core network, or backbone network, and the small subnetworks at the edge of the network (e.g., connecting cell phones/towers to the core telephone network). Backhaul can be wireless (e.g., microwave) or wired (e.g., fiber optic, coaxial cable, Ethernet).

Covered foreign country means The People’s Republic of China.

Covered telecommunications equipment or services means—

- (1) Telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities);
- (2) For the purpose of public safety, security of Government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities);
- (3) Telecommunications or video surveillance services provided by such entities or using such equipment; or
- (4) Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

Critical technology means—

- (1) Defense articles or defense services included on the United States Munitions List set forth in the International Traffic in Arms Regulations under subchapter M of chapter I of title 22, Code of Federal Regulations;
- (2) Items included on the Commerce Control List set forth in Supplement No. 1 to part 774 of the Export Administration Regulations under subchapter C of chapter VII of title 15, Code of Federal Regulations, and controlled-
 - (i) Pursuant to multilateral regimes, including for reasons relating to national security, chemical and biological weapons proliferation, nuclear nonproliferation, or missile technology; or

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(ii) For reasons relating to regional stability or surreptitious listening;

(3) Specially designed and prepared nuclear equipment, parts and components, materials, software, and technology covered by part 810 of title 10, Code of Federal Regulations (relating to assistance to foreign atomic energy activities);

(4) Nuclear facilities, equipment, and material covered by part 110 of title 10, Code of Federal Regulations (relating to export and import of nuclear equipment and material);

(5) Select agents and toxins covered by part 331 of title 7, Code of Federal Regulations, part 121 of title 9 of such Code, or part 73 of title 42 of such Code; or

(6) Emerging and foundational technologies controlled pursuant to section 1758 of the Export Control Reform Act of 2018 (50 U.S.C. 4817).

Interconnection arrangements means arrangements governing the physical connection of two or more networks to allow the use of another's network to hand off traffic where it is ultimately delivered (e.g., connection of a customer of telephone provider A to a customer of telephone company B) or sharing data and other information resources.

Reasonable inquiry means an inquiry designed to uncover any information in the entity's possession about the identity of the producer or provider of covered telecommunications equipment or services used by the entity that excludes the need to include an internal or third-party audit.

Roaming means cellular communications services (e.g., voice, video, data) received from a visited network when unable to connect to the facilities of the home network either because signal coverage is too weak or because traffic is too high.

Substantial or essential component means any component necessary for the proper function or performance of a piece of equipment, system, or service.

(b) *Prohibition.* (1) Section 889(a)(1)(A) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2019, from procuring or obtaining, or extending or renewing a contract to procure or obtain, any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. The Contractor is prohibited from providing to the Government any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system, unless an exception at paragraph (c) of this clause applies or the covered telecommunication equipment or services are covered by a waiver described in FAR 4.2104.

(2) Section 889(a)(1)(B) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2020, from entering into a contract, or extending or renewing a contract, with an entity that uses any equipment, system, or service that uses covered telecommunications

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equipment or services as a substantial or essential component of any system, or as critical technology as part of any system, unless an exception at paragraph (c) of this clause applies or the covered telecommunication equipment or services are covered by a waiver described in FAR 4.2104. This prohibition applies to the use of covered telecommunications equipment or services, regardless of whether that use is in performance of work under a Federal contract.

(c) *Exceptions.* This clause does not prohibit contractors from providing—

(1) A service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(2) Telecommunications equipment that cannot route or redirect user data traffic or permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(d) Reporting requirement.

(1) In the event the Contractor identifies covered telecommunications equipment or services used as a substantial or essential component of any system, or as critical technology as part of any system, during contract performance, or the Contractor is notified of such by a subcontractor at any tier or by any other source, the Contractor shall report the information in paragraph (d)(2) of this clause to the Contracting Officer, unless elsewhere in this contract are established procedures for reporting the information; in the case of the Department of Defense, the Contractor shall report to the website at <https://dibnet.dod.mil>. For indefinite delivery contracts, the Contractor shall report to the Contracting Officer for the indefinite delivery contract and the Contracting Officer(s) for any affected order or, in the case of the Department of Defense, identify both the indefinite delivery contract and any affected orders in the report provided at <https://dibnet.dod.mil>.

(2) The Contractor shall report the following information pursuant to paragraph (d)(1) of this clause

(i) Within one business day from the date of such identification or notification: the contract number; the order number(s), if applicable; supplier name; supplier unique entity identifier (if known); supplier Commercial and Government Entity (CAGE) code (if known); brand; model number (original equipment manufacturer number, manufacturer part number, or wholesaler number); item description; and any readily available information about mitigation actions undertaken or recommended.

(ii) Within 10 business days of submitting the information in paragraph (d)(2)(i) of this clause: any further available information about mitigation actions undertaken or recommended. In addition, the Contractor shall describe the efforts it undertook to prevent use or submission of covered telecommunications equipment or services, and any additional efforts that will be incorporated to prevent future use or submission of covered telecommunications equipment or services.

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(e) *Subcontracts*. The Contractor shall insert the substance of this clause, including this paragraph (e) and excluding paragraph (b)(2), in all subcontracts and other contractual instruments, including subcontracts for the acquisition of commercial items.

(End of clause)

FAR 52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed six months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days of the end of the period of performance.

(End of clause)

FAR 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

- a. The Government may extend the term of this contract by written notice to the Contractor within 30 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.
- b. If the Government exercises this option, the extended contract shall be considered to include this option clause.
- c. The total duration of this contract, including the exercise of any options under this clause, shall not exceed 84 months.

(End of clause)

I.3 GSAM CLAUSES INCORPORATED BY REFERENCE

The full text of a clause may be accessed electronically at the GSAM website:

<https://www.acquisition.gov/gsam/gsam.html/>

GSAM	TITLE	DATE
552.203-71	Restriction on Advertising	SEP 1999
552.204-9	Personal Identity Verification Requirements	JUL 2020
552.215-70	Examination of Records by GSA	JUN 2016
552.232-25	Prompt Payment	NOV 2009
552.232-39	Unenforceability of Unauthorized Obligations (FAR Deviation)	FEB 2018
552.232-78	Commercial Supplier Agreements Unenforceable Clauses	FEB 2018
552.239-71	Security Requirements for Unclassified Information Technology Resources	JAN 2012

SECTION I – CONTRACT CLAUSES

I.4 U.S. REPUBLIC OF KOREA (ROK), STATUS OF FORCES AGREEMENT (SOFA) CLAUSE INCORPORATED BY FULL TEXT

Invited Contractor (IC) and Technical Representative (TR) status shall be governed by the U.S.-ROK Status of Forces Agreement (SOFA) as implemented by United States Forces Korea (USFK) Reg 700-19, which can be found under the “publications” tab on the USFK homepage <http://www.usfk.mil>

(a) Definitions. As used in this clause—

“U.S. – ROK Status of Forces Agreement” (SOFA) means the Mutual Defense Treaty between the Republic of Korea and the U.S. of America, Regarding Facilities and Areas and the Status of U.S. Armed Forces in the Republic of Korea, as amended

“Combatant Commander” means the commander of a unified or specified combatant command established in accordance with 10 U.S.C. 161. In Korea, the Combatant Commander is the Commander, United States Pacific Command.

“United States Forces Korea” (USFK) means the subordinate unified command through which US forces would be sent to the Combined Forces Command fighting components.

“Commander, United States Forces Korea” (COMUSK) means the commander of all U.S. forces present in Korea. In the Republic of Korea, COMUSK also serves as Commander, Combined Forces Command (CDR CFC) and Commander, United Nations Command (CDR UNC).

“USFK, Assistant Chief of Staff, Acquisition Management” (USFK/FKAQ) means the principal staff office to USFK for all acquisition matters and administrator of the U.S.-ROK SOFA as applied to US and Third Country contractors under the Invited Contractor (IC) and Technical Representative (TR) Program (USFK Reg 700-19).

“Responsible Officer (RO)” means a senior DOD employee (such as a military E5 and above or civilian GS-7 and above), appointed by the USFK Sponsoring Agency (SA), who is directly responsible for determining and administering appropriate logistics support for IC/TRs during contract performance in the ROK.

(b) IC or TR status under the SOFA is subject to the written approval of USFK, Assistant Chief of Staff, Acquisition Management (FKAQ), Unit #15289, APO AP 96205-5289.

(c) The contracting officer will coordinate with HQ USFK/FKAQ, in accordance with FAR 25.8, and USFK Reg 700-19. FKAQ will determine the appropriate contractor status under the SOFA and notify the contracting officer of that determination.

(d) Subject to the above determination, the contractor, including its employees and lawful dependents, may be accorded such privileges and exemptions under conditions and limitations as specified in the SOFA and USFK Reg 700-19. These privileges and exemptions may be furnished during the performance period of the contract, subject to their availability and continued SOFA status. Logistics support privileges are provided on an as-available basis to properly authorized individuals. Some logistics support may be issued as Government Furnished Property or transferred on a reimbursable basis.

(e) The contractor warrants and shall ensure that collectively, and individually, its officials and employees performing under this contract will not perform any contract, service, or other business activity in the ROK, except under U.S. Government contracts and that performance is in accordance with the SOFA.

(f) The contractor’s direct employment of any Korean-National labor for performance of this contract shall be governed by ROK labor law and USFK regulation(s) pertaining to the direct employment and personnel administration of Korean National personnel.

SECTION I – CONTRACT CLAUSES

(g) The authorities of the ROK have the right to exercise jurisdiction over invited contractors and technical representatives, including contractor officials, employees and their dependents, for offenses committed in the ROK and punishable by the laws of the ROK. In recognition of the role of such persons in the defense of the ROK, they will be subject to the provisions of Article XXII, SOFA, related Agreed Minutes and Understandings. In those cases in which the authorities of the ROK decide not to exercise jurisdiction, they shall notify the U.S. military authorities as soon as possible. Upon such notification, the military authorities will have the right to exercise jurisdiction as is conferred by the laws of the U.S.

(h) Invited contractors and technical representatives agree to cooperate fully with the USFK Sponsoring Agency (SA) and Responsible Officer (RO) on all matters pertaining to logistics support and theater training requirements. Contractors will provide the assigned SA prompt and accurate reports of changes in employee status as required by USFK Reg 700-19.

(i) Theater Specific Training. Training Requirements for IC/TR personnel shall be conducted in accordance with USFK Reg 350-2 Theater Specific Required Training for all Arriving Personnel and Units Assigned to, Rotating to, or in Temporary Duty Status to USFK. IC/TR personnel shall comply with requirements of USFK Reg 350-2.

(j) Except for contractor air crews flying Air Mobility Command missions, all U.S. contractors performing work on USAF classified contracts will report to the nearest Security Forces Information Security Section for the geographical area where the contract is to be performed to receive information concerning local security requirements.

(k) Invited Contractor and Technical Representative status may be withdrawn by USFK/FKAQ upon:

- (1) Completion or termination of the contract.
- (2) Determination that the contractor or its employees are engaged in business activities in the ROK other than those pertaining to U.S. armed forces.
- (3) Determination that the contractor or its employees are engaged in practices in contravention to Korean law or USFK regulations.

(l) It is agreed that the withdrawal of invited contractor or technical representative status, or the withdrawal of, or failure to provide any of the privileges associated therewith by the U.S. and USFK, shall not constitute grounds for excusable delay by the contractor in the performance of the contract and will not justify or excuse the contractor defaulting in the performance of this contract. Furthermore, it is agreed that withdrawal of SOFA status for reasons outlined in USFK Reg 700-19, Section II, paragraph 6 shall not serve as a basis for the contractor filing any claims against the U.S. or USFK. Under no circumstance shall the withdrawal of SOFA Status or privileges be considered or construed as a breach of contract by the U.S. Government.

(m) Support.

(1) Unless the terms and conditions of this contract place the responsibility with another party, the COMUSK will develop a security plan to provide protection, through military means, of Contractor personnel engaged in the theater of operations when sufficient or legitimate civilian authority does not exist.

(2)(i) All Contractor personnel engaged in the theater of operations are authorized resuscitative care, stabilization, hospitalization at level III military treatment facilities, and assistance with patient movement in emergencies where loss of life, limb, or eyesight could occur. Hospitalization will be limited to stabilization and short-term medical treatment with an emphasis on return to duty or placement in the patient movement system.

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(ii) When the Government provides medical or emergency dental treatment or transportation of Contractor personnel to a selected civilian facility, the Contractor shall ensure that the Government is reimbursed for any costs associated with such treatment or transportation.

(iii) Medical or dental care beyond this standard is not authorized unless specified elsewhere in this contract.

(3) Unless specified elsewhere in this contract, the Contractor is responsible for all other support required for its personnel engaged in the theater of operations under this contract.

(n) Compliance with laws and regulations. The Contractor shall comply with, and shall ensure that its personnel supporting U.S Armed Forces in the Republic of Korea as specified in paragraph (b)(1) of this clause are familiar with and comply with, all applicable—

(1) United States, host country, and third country national laws;

(2) Treaties and international agreements;

(3) United States regulations, directives, instructions, policies, and procedures; and

(4) Orders, directives, and instructions issued by the COMUSK relating to force protection, security, health, safety, or relations and interaction with local nationals. Included in this list are force protection advisories, health advisories, area (i.e. “off-limits”), prostitution and human trafficking and curfew restrictions.

(o) Vehicle or equipment licenses. in accordance with USFK Regulation 190-1, Contractor personnel shall possess the required licenses to operate all vehicles or equipment necessary to perform the contract in the theater of operations. All contractor employees/dependents must have either a Korean driver’s license or a valid international driver’s license to legally drive on Korean roads.

(p) Evacuation.

(1) If the COMUSK orders a non-mandatory or mandatory evacuation of some or all personnel, the Government will provide assistance, to the extent available, to United States and third country national contractor personnel.

(2) Non-combatant Evacuation Operations (NEO).

(i) The contractor shall designate a representative to provide contractor personnel and dependents information to the servicing NEO warden as required by direction of the Responsible Officer.

(ii) If contract period of performance in the Republic of Korea is greater than six months, non-emergency essential contractor personnel and all IC/TR dependents shall participate in at least one USFK sponsored NEO exercise per year.

(q) Next of kin notification and personnel recovery.

(1) The Contractor shall be responsible for notification of the employee-designated next of kin in the event an employee dies, requires evacuation due to an injury, or is missing, captured, or abducted.

(2) In the case of missing, captured, or abducted contractor personnel, the Government will assist in personnel recovery actions in accordance with DOD Directive 2310.2, Personnel Recovery.

(3) IC/TR personnel shall accomplish Personnel Recovery/Survival, Evasion, Resistance and Escape (PR/SERE) training in accordance with USFK Reg 525-40, Personnel Recovery Procedures and USFK Reg 350-2 Theater Specific Required Training for all Arriving Personnel and Units Assigned to, Rotating to, or in Temporary Duty Status to USFK.

(r) Mortuary affairs. Mortuary affairs for contractor personnel who die while providing support in the theater of operations to U.S. Armed Forces will be handled in accordance with

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DOD Directive 1300.22, Mortuary Affairs Policy and Army Regulation 638-2, Care and Disposition of Remains and Disposition of Personal Effects.

(s) USFK Responsible Officer (RO). The USFK appointed RO will ensure all IC/TR personnel complete all applicable training as outlined in this clause.

(End of Clause)

I.5 OPTION FOR SURGE AND SPECIAL PROJECTS

The Government may require additional effort for surge and special projects during the base or any option period, and these modifications will be in-scope to provide increased support for the defined task areas of Section C. Surge and special projects is OPTIONAL and is not a guarantee. If the Government determines that an increased quantity of support is required for the task areas capabilities in Section C, the Government reserves the right to exercise the option for surge and special projects unilaterally. In the event the Government does elect to exercise the option for surge and special projects, support will be realigned under an existing CLIN for the relevant task areas identified in Section C, and an equal amount will be deducted from the option for surge and special projects CLIN amount. This support will be provided at the same labor rates that have been evaluated for cost realism and price reasonableness at time of TO award for the applicable ordering period.

SECTION J – LIST OF ATTACHMENTS

J.1 LIST OF ATTACHMENTS

The following attachments are attached, either in full text or electronically at the end of the TOR.

ATTACHMENT	TITLE
A	COR/ACOR Authorization & Designation Letters (electronically attached)
B	Acronym List
C	Incremental Funding Chart (electronically attached .xls)
D	Draft Award Fee Determination Plan (AFDP) _Mod 02
E	Problem Notification Report (PNR) Template
F	Monthly Status Report (MSR) Template
G	Trip Report Template
H	Deliverable Acceptance-Rejection Report Template
I	FISMA Contractor Access List Template
J	Department of Defense (DD) 254 (electronically attached .pdf) _Mod 02
K	Reserved
L	Corporate Non-Disclosure Agreement (NDA)
M	Travel Authorization Request (TAR) Template (electronically attached .xls)
N	Request to Initiate Purchase (RIP) Template (electronically attached .xls)
O	Consent to Purchase (CTP) Template (electronically attached .xls)
P	Award Term Determination Plan (ATDP)
Q	Service Level Agreements (SLAs)
R	SCRM Plan
S	Places Of Performance
T	Service Contract Labor Standards (SCLS) Tracking Template (electronically attached .xls)
U	SCLS Wage Determinations _Mod 02
V	SCRM Questionnaire
W	Reserved
X	Reserved
Y	Key Personnel Qualification Matrix (KPQM) template
Z	Reserved